

Data Protection Description for Corporate Customer and Partnership Registry

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Responsible for the Register: Name: L&T FM AB and Lassila & Tikanoja Service AB
Address: Armégatan 40, 171 71 Solna
Phone: +46 (0)8 550 502 00 (L&T FM) and +46 (0)8 410 334 00 (L&T Services)

Contact person in the register: Name: Bo Stanser
Email: firstname.lastname@l-t.se

Name of the Register: L&T Group's corporate customer and partnership register

Legal Basis for Processing Personal Data:

The processing of personal data is based on the legitimate interest of L&T Group companies and a contract between the L&T Group companies and the corporate customer or partner.

Purposes of Using the Personal Data in the Register:

- To manage, maintain, develop, analyze, and provide statistics for the contractual relationship between L&T (or its group companies) and the corporate customer or partner.
- Customer communication.
- Direct marketing of L&T and its group companies (including electronic newsletters), targeting online marketing, and profiling.
- To conduct opinion and market research.
- To organize sales and marketing events.
- To organize marketing contests and lotteries.
- To plan and develop the operations and services of L&T and its group companies.
- To identify customer users for user administration and solving issues in electronic services.

Registered Groups: Decision-makers and contact persons of L&T Group's corporate customers and partners, and subscribers to L&T's newsletters.

Contents of the Register: The register contains the following personal data:

- Name.
- Title, professional designation, position, or task in the company.

- Company's name.
- Contact information (postal address, email address, and phone number).
- Age, year of birth, gender, mother tongue, and service language.
- Information from LinkedIn profile.
- Permissions and prohibitions regarding direct marketing.
- Information about interests (e.g., the registered person's professional interests) and profiling data.
- Information related to contact (e.g., email addresses, web discussions, electronic forms, chat messages, and recorded calls).
- Information about marketing and sales promotion activities (e.g., marketing measures targeted at the registered person, participation in surveys and events).
- Usernames and passwords for electronic services.
- Information about the use of electronic services and content (e.g., browsing and search data, IP addresses, and cookies).
- Any other information provided by the registered person.

Regular Sources of Information in the Register:

The data is mainly obtained from the registered person themselves via phone, online, in meetings, or in connection with other matters, as well as when the agreement is made and during the contractual relationship.

Personal data may also be collected and updated from publicly available sources such as the company's website, the trade register, other public and private registers, and various service providers (e.g., Suomen Asiakastieto Oy and Bisnode Finland Oy).

Regular Disclosure of Data:

Information about the transport of waste is provided to municipal waste management authorities in accordance with legislation. Otherwise, personal data is generally not disclosed to external parties.

L&T may transfer the registered person's personal data to L&T's direct marketing register after the official relationship has ended.

Transfer of Data Outside the EU or EEA:

Personal data is not transferred outside the European Union or the European Economic Area.

An exception is personal data processed in L&T's web services Helppovarasto, Helpponouto, and Helpposiivous, which are transferred to the USA for the technical maintenance of the web services. L&T has arranged an adequate level of data protection in accordance with legislation as these transfers are covered by the Privacy Shield system (<https://www.privacyshield.gov>).

Principles for the Protection of the Register:

The data in the register is stored in data systems that use both technical and programmatic methods to ensure data protection. Each person using the register has a personal username and password for the system. Only specific individuals have access to the data in the register to the extent required by their job duties.

Storage of Data:

Personal data in the register is stored for as long as necessary to fulfill the purpose of the register, taking into account the storage times stipulated by law (such as the accounting and advance tax collection laws). In principle, data is stored for five (5) years after the customer/contractual relationship has ended (except when legislation requires longer storage of the data).

Rights of the Registered:

Right of inspection and the right to request correction or deletion of data

The registered person has the right to review what data is held about them in the register. They also have the right to request correction of incorrect data and deletion