

25.5.2018

Posti corporate customer register

Processing of personal data in Posti corporate customer register is the responsibility of Posti Group Corporation

Posti Group Corporation (business ID: 1531864-4)

Posti Customer Service

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Tel. +358 200 77000 (price: local network charge/mobile call charge)

www.posti.fi

businesscustomerservice@posti.com

Data Protection Officer: tietosuoja@posti.com

Purpose and legal basis of personal data processing

Posti's corporate customer register contains information about companies that are customers

or potential customers of Posti Group or who have submitted to Posti a claim for damages, customer feedback or a lost item inquiry.

In addition to company information, the system maintains data on the companies' contact persons.

Posti processes the contact person data in companies belonging to Posti Group for the following purposes:

- Customer accounts management, such as
 - sales/contact management
 - marketing
 - market research
 - communications
 - customer support and counseling
 - customer relationship management, as well as development and maintenance of Posti's operations and products
- Operational needs of Posti's business, such as
 - customer reporting
 - mail control information

Data can also be processed for training, quality control, security and statistics.

In such cases, the processing of data is based on the fulfillment of Posti's statutory obligations (for example, the Postal Act and Accounting Act), compliance with the contract with the customer or Posti's legitimate interests (for example, marketing, customer surveys, product development and statistics).

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Data processed in the corporate customer register and its retention

The register contains the following information about contact persons at Posti's customer companies, sole traders and potential customers:

- Contact person identifier/customer number (identifies the contact person)
- The person's position at the company (role and/or decision maker category)
- Title
- Given name and surname
- Direct marketing restriction
- Contact details
- Mailing lists (e.g. customer magazine or newsletter)
- Customer data related to the purchase of services
- Contact person's interests

In addition to the customer's basic data, information may also be accumulated on agreements, use of services and locations of service use.

Data in the corporate customer register will be retained for the duration of the contractual relationship and, after that, as potential customer accounts unless the contact person requests the erasure of the data or cancels the newsletter subscription.

Regular sources of data

Data in the register originates from the customer company or the contact person him/herself.

Data may also be obtained from companies in Posti Group and their subcontractors, from website tracking systems, publicly-available sources and from external suppliers such as directory service providers.

Safe disclosure of data

The corporate customer register is in use in all companies in Posti Group, some of which are located outside the European Union and the European Economic Area.

Customers' contact person data will not be disclosed to third parties for direct marketing purposes.

Data may also be processed by companies providing subcontracting services to Posti, such as debt collection companies. Due to the technical processing of data, some of the data may be physically situated on external subcontractor servers or hardware, through which they are processed via a technical interface.

Personal data is not transferred outside the European Union or the European Economic Area, unless it is necessary for the technical implementation of the service. In all cases, the precondition for disclosing and transferring data is that the parties receiving and processing

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the data have signed an agreement with Posti that includes the standard clauses approved by the EU Commission and ensures that the processing of data is carried out in compliance with the law.

Data protection principles

Posti's IT systems containing the customers' personal data are protected through the use of personal usernames and passwords. The system is used across Posti Group. Anyone to be given a username and password for the system must, before receiving these, attend training pertaining to the use of the system. The training also covers Posti Group's instructions on handling business secrets and customer data.

All data related to contact persons of Posti's customers will be processed confidentially and may only be disclosed to persons who need them at work and are bound by a non-disclosure obligation.

In addition to the employees of Posti Group companies, the personal data contained in the register will be accessible only to designated employees of subcontractors who are bound by non-disclosure agreements.

Rights of data subjects, access to information, rectification and completion of data, restrictions

The data subject has the right to know about the processing of his or her personal data, to review his or her personal data and to request rectification of inaccurate data and completion of incomplete data. The data subject may request the erasure or transfer of personal data or request restriction of processing. When processing is based on consent, consent can be withdrawn at any time.

When logged in, data subjects can also submit a request for a review of personal data at www.posti.fi/yhteystietoni.

Data subjects may also submit requests for review, rectification and completion by personally visiting Posti Ltd's address mentioned above or by sending a signed request to the said address or by sending a scanned copy of a request by e-mail to asiakaspalvelu@posti.com.

Requests will be handled on a case-by-case basis, as these rights may be subject to restrictions due to the circumstances.

All data subjects have the right to lodge a complaint with a supervisory authority, especially in the Member State where they have their habitual residence or place of work or where the alleged breach of the data protection regulation occurred (in Finland, the supervisory authority is the Data Protection Ombudsman).