

1. Name of the register

Venla service personal register

2. Controller

Nurmijärven Sähkö Oy
Kauppanummentie 1, FI-01900 Nurmijärvi, Finland
Business ID 0911384-5
switchboard +358 987 8071

Nurmijärven Sähkö Oy acts as a processor for the following independent controllers using the Venla service:

Nurmijärven Sähköverkko Oy
Kauppanummentie 1, FI-01900 Nurmijärvi, Finland
Business ID 2355936-8
switchboard +358 987 8071

3. Contact information in data protection matters

Nurmijärven Sähkö Oy / data protection
Kauppanummentie 1, FI-01900 Nurmijärvi, Finland
asiakaspalvelu@nurmijarvensahko.fi
switchboard +358 987 8071

You can also submit a request regarding the rights of data subjects at our Kauppanummentie unit.

4. Purpose of the register and grounds for processing

The data subjects in the register are users registered in Nurmijärven Sähkö's Online and Venla services. The information required for user identification in the Venla service is used to verify the identity of the data subject and the user using it.

The processing of the data subject's data is based on the controller's electricity market legislation and obligations related to the Energy Efficiency Act and other statutory obligations:

- energy consumption reporting
- managing, maintaining and developing the customer relationship
- implementation, maintenance, development and quality assurance regarding the services of the controller and its partners
- other similar purposes and tasks related to the management of the customer relationship

5. Data content of the register

The data required for the purpose of use is stored in the register:

- information required for user identification
- other data required for analysis and profiling and the results thereof

6. Regular sources of information

Data concerning data subjects is obtained when the data subject uses the services and maintains their own data in the service.

7. Regular disclosure and transfer of data

Information on electricity consumption and other information provided for in the Electricity Market Act is subject to the secrecy obligation provided for in the electricity market legislation. The controller may disclose said data to the controller's group companies, the authorities, electricity market parties and other parties only in situations permitted and required by law and on the basis of the rules for the exchange of information in the electricity market, or with the customer's consent. The controller may disclose other data to the controller's partners and other parties when it is necessary in order to fulfil the

purposes of use of the register, such as in order to deliver third-party services ordered by the customer or when the customer has given their consent for this.

The controller uses subcontractors in the operational, commercial or technical implementation of data processing tasks, to the extent permitted by the Personal Data Act and other legislation. For this purpose, the data in the register can be transferred for processing also to a country outside of the EU/EEA. Unless the European Commission has confirmed that the level of data protection in the processing country is acceptable, the controller shall enter into written agreements with the subcontractors under the terms of the Standard Contractual Clauses approved by the European Commission (Decision C (2010)593) to ensure appropriate data protection.

8. Principles of data protection and data storage

The register may only be accessed by those persons employed by the controller who need the data in order to carry out their duties. Access to the register requires a user-specific username and password. Access to the register ends when the person leaves the duties for which they have been granted access. The register data are backed up regularly. The register is also protected against unauthorised use by firewall and other security software.

9. Your rights as a data subject in relation to the processing of your data

You can make a request regarding the rights of data subjects, such as a request for information, through the channels mentioned in Section 3. You can also view your data yourself in our Online service. If necessary, we may ask you to specify your request. Please note that, for data security reasons, we must verify the identity of the person making the request before fulfilling the request, in which case we may require additional information or for the data subject to prove their identity, for example, with an identity document.

As a data subject, you have the following rights related to the processing of personal data under the General Data Protection Regulation:

Right to be informed about the processing of your personal data and to inspect the personal data concerning you

You have the right to inspect the personal data collected about you once a year free of charge. If you submit a request for information more than once a year, we may charge a fee to cover the reasonable and direct costs resulting from the requests for information.

You have the right to be informed about the processing of your personal data. We aim to provide a comprehensive picture of the processing of personal data in our operations with descriptions of our data protection practices, such as privacy statements. In addition, you always have the right to ask additional questions about the processing of your personal data.

Right to rectification

If our personal data concerning you contains inaccurate information, you have the right to request the rectification of the inaccurate information. If we rectify personal data based on your request, we will also notify all parties to whom incorrect data have been previously disclosed of the rectification in accordance with the General Data Protection Regulation, where possible.

Right to erasure

You can request the erasure of your personal data in accordance with the General Data Protection Regulation, for example, if your data have been used unlawfully or if the data are no longer needed. However, there is no right to erasure of data, for example, if the processing is based on law or if the data are required for the establishment of, exercise of or defence against legal claims. The controller may refuse to carry out the erasure on grounds provided for by law.

Right to object to the processing of personal data

For special reasons related to your personal situation, you also have the right to object to the processing of your personal data. In connection with the request, you must identify the specific situation on the basis of which you are objecting to the processing. In this case, we may no longer process your personal data unless there are compelling legitimate grounds for the processing which override your interests, rights and freedoms, or if the processing is necessary for the establishment of, exercise of or defence against legal claims. We may refuse to comply with a request involving objection on grounds provided for by law. Direct marketing can always be prohibited without justification.

Right to restriction of processing

If you consider that we are processing your personal data unlawfully, they are incorrect or you have objected to the processing of your data, for example, you can ask us to restrict the processing of your personal data in accordance with the General Data Protection Regulation. In this case, we may only process the data in limited situations, such as with your consent, for the establishment of, exercise of or defence against legal claims, for reasons of public interest or to protect another person. In the event of a restriction of data, we will notify all those to whom the data have previously been disclosed of the restriction in accordance with the law, where possible.

Right to transfer personal data to another controller

You have the right to receive the personal data you have provided to us in a structured, commonly used and machine-readable format and, if you wish, to transfer these data to another controller, if this is technically feasible. The request may only concern personal data that are processed automatically and whose processing is based on either your consent or an agreement. The data transfer must not adversely affect the rights and freedoms of third parties.

Right to lodge a complaint about the processing of personal data with a supervisory authority

You have the right to lodge a complaint with a competent supervisory authority, in particular in the EU Member State in which you have your habitual residence or place of work or where the alleged infringement has occurred, if you consider that the processing of personal data concerning you infringes data protection legislation. In Finland, the supervisory authority is the Office of the Data Protection Ombudsman (P.O. Box 800, FI-00531 Helsinki, email: tietosuoja@om.fi). You can also contact the Office of the Data Protection Ombudsman for more information about the processing of personal data and your rights.