

PRIVACY POLICY

Jkl Booking - Customer register

Personal Data Act (523/1999) 10 and 24§
General Data Protection Regulation (679/2016)
Updated 15.4.2020

1. Controller

Jyväskylän Kongressikeskus Oy / Jyväskylä Congress Centre Ltd.
Lutakonaukio 12, 40100 Jyväskylä
Business ID: 1466665-5

2. Contact information

Jyväskylä Congress Centre Ltd. / Jkl Booking
booking@paviljonki.fi
+358 14 339 8144

3. Name of the register

Jyväskylä Congress Centre Ltd. / Jkl Booking customer register Winres

4. Purpose of personal data processing

Controller process the personal data for following purposes:

- The processing of room bookings and registrations
- Customer relationship management and customer service
- Event arrangement
- Invoicing and payment control
- Informing, marketing communications and advertising

5. Legal basis of personal data processing

The processing of personal data in the customer register is based on the customer relationship of consumer customers and corporate customers with Jyväskylä Congress Centre Ltd. / Jkl Booking.

6. Data content of the customer register

The personal data collected by the controller may contain e.g. the following types of data:

- Basic data of the company: name, address, e-mail, phone number ja invoicing details
- Contact information: name, address, e-mail, phone number ja invoicing details
- Information related to the accommodation reservation or participation in the event: name of the company, name, address, phone number, e-mail, date of birth, social security number, gender, title, nationality, invoicing details
- Other information improving the implementation of a service, such as information on dietary preferences or the accessibility of rooms.
- Other information of customer needs and wishes.
- Booking and registration information of previous or future reservations
- Any other information that are necessary for the purpose of the register

7. Regular information sources

Data is mainly collected from the customer via online-form, by e-mail or by phone. Data is collected when customer register for the event or make accommodation reservation.

8. Regular hand-over of personal data

Information may be handed over only to operators that are relevant for event organization.

- Event organizer (information that are necessary for the purpose of the event)
- Accommodation (information that are necessary for the purpose of accommodation bookings)
- Restaurant (special dietary, allergies)

9. Transfer of personal data outside the EU or the European Economic Area

Personal data will not be handed over outside the EU or the European Economic Area.

10. Principles of register protection

- Customer register is stored in Winres server.
- Separately appointed employees of the controller and employees of companies operating under the assignment and in the name of the controller are only entitled to use the system that contains customer data and modify customer data. User rights are only limited to the data each employee requires in their work.
- Employees who process the registered customer data are bound by a confidentiality obligation. Data will only be disclosed or transferred to third parties as a result of a statutory disclosure obligation, such as a request presented by a customer or a statutory request presented by an authority. The system is protected by means of technical solutions.

11. Retention period of personal data

The controller shall process and store the data only for as long as is necessary for the pre-defined purpose of the personal data. Personal data which has become redundant and which the controller no longer has grounds to retain or process shall be deleted at regular intervals in accordance with the controller's own data protection policies. The data subject has the right to request the deletion of his data at any time.

12. The right of data subjects to check data

Data subjects have the right to check their personal data saved in the register and to obtain copies of their data. Requests to check data must be made in writing and addressed to the party responsible for registration matters. (See contact information point 2).

13. Rectification of data

The controller will rectify, remove or supplement any registered personal data that is incorrect considering the purpose of processing, unnecessary, defective or outdated, independently or at the request of a registered person. Registered persons must contact the party responsible for registration matters in writing in order to rectify data. (See contact information point 2).

14. The right of data subjects to restrict processing

The data subject has the right to prohibit the controller from processing personal data concerning him or her for the purpose of direct mail, distance selling and other direct marketing, as well as market and opinion research. The prohibition must be made in writing and addressed to the party responsible for registration matters. (See contact information point 2).