

Customer register

1. Registrar

TVT Asunnot Oy (Business ID: 0872109-9)
Käsityöläiskatu 3,
FI-20100 Turku, FINLAND
Tel. +358 (0) 2 2624111

2. Person looking after register matters

Property Services Manager
Käsityöläiskatu 3,
FI-20100 Turku, FINLAND
Tel. +358 (0) 2 2624111
tvtasunnot@tvvt.fi

3. Name of register

TVT Asunnot Oy – a register based on customership and other relevant connections

4. Personal information application

Personal information is processed in administration, handling, analysis and development within the context of customership and other relevant connections, such as:

- upkeep of customer information
- upkeep of rental ledgers
- customer inquiries: for example, customer satisfaction surveys
- the maintenance of housing and distribution of required information in this respect to maintenance companies in a contractual relationship with the registrar
- collection of rents receivable and other residential leasing-related arrears
- termination of rental agreements
- In addition to customer communications, personal information can be used for the planning and development of the registrar's business operations.

5. Data content of register

The following personal information and amendment information, housing applicants, recommended customers, lessees and possible co-lessees can be processed in the register:

Basic information, such as

- name
- national identification number
- contact information (postal addresses, telephone numbers, email addresses)
- gender

Information linked with customership and other relevant connections, such as

- customer number
- starting date of customership
- total number of persons residing in the same household

- first name and surname as well as national identification number of spouse or cohabitant partner residing in the same household
- first name and surnames as well as national identification numbers of all residing in the same household
- first name and surnames as well as national identification numbers of all residing in the same household, with the consent of the registrant
- information concerning permission given by the co-applicant to registrants with regard to sharing his/her data with the registrar
- information concerning a potential guardian
- information of work attendance as well as duration and quality of employment
- information concerning income and wealth
- credit rating
- debt restructuring information
- payment recovery information
- pre-customership housing details
- information concerning need for housing
- information connected with tenancy relationship, i.e. rental agreement details, rental payment info, tenancy-related security deposit info and termination of rental relations
- with regard to under-aged tenant, itemised information on the guardian who has signed the rental agreement
- formal complaints, feedback and other liaisons connected with customership and relevant connections, and communications and procedures including recordings of telephone calls
- marketing measures targeted to registrants, their use and information given in their connection
- bank account information connected with cancellation of tenancy relations
- direct marketing authorisations and prohibitions

6. Regular sources of information

Information is gathered from the registrant him/herself from, for instance, rental house application forms and electronic services.

Personal information can be collected and updated also from the registrar's other personal registers, customers who have cancelled, and the registrar's partners, as well as personal information provided by the authorities and companies that offer services, such as the Population Register Centre and credit information from the credit register of Suomen Asiakastieto Oy.

7. Personal information storage period

Personal information submitted in housing application format is stored for a period of six years from the date the customer has last left an application, unless the customer has signed a rental agreement.

Information based on a rental agreement can be stored for a period of ten years from the date the rental agreement has ended and the obligations connected with tenancy relations are completed on both sides. The same storage period concerns all persons residing or who have resided in the home concerned as well as, for instance, telephone recordings and other dialogues/communications engaged in with you.

8. Relinquishment and transfer of information

Information is not as a rule relinquished outside TVT Asunnot. Information can be relinquished in accordance with the limits allowed and as required by

the valid legislation at the time; for example, to collect funds paid to contractual partners on behalf of TVT Asunnot as well as to parties that have the right to obtain information in compliance with the legislation. In addition, information can be relinquished to maintenance, surveillance and locksmith firms as well as to electrical and data network suppliers for the delivery of services connected with housing.

If a party external to TVT Asunnot becomes an owner of the residence, TVT Asunnot may transfer the necessary housing-related information for the handling of tenancy relations to the new owner.

Information is not transferred outside the European Economic Area of the member states of the European Union.

9. Register protection

The electronically processed information contained within the register is protected by generally accepted technical means at the time, such as firewalls, passwords and other required data security in the sector.

The manually maintained data are situated in facilities blocked from entry by outsiders.

Only the identified employees of companies operating under the assignment of and with the authorisation of the registrar that have signed a non-disclosure agreement have access to the information contained within the register, by means of individual user rights granted on an individual basis by the registrar.

10. Right of inspection, prohibition and correction

The registrant has the right compliant with the Personal Data Act (Henkilötietolaki) to check the stored information concerning him/her. An inspection request should be sent to the person taking care of register matters, and it must be in writing and signed. An inspection request can also be made personally at the registrar's office.

The registrant has the right to refuse processing and relinquishment of information concerning him/her for the purpose of direct advertising, distant sales and other types of direct marketing, as well as for marketing and opinion surveys, by contacting the registrar.

The registrant shall have the right to demand the correction of erroneous information by contacting the registrar about the matter.