



HANAHOLMEN

Privacy policy

Hanaholmen – Swedish-Finnish Cultural Centre understands the importance of data protection. We want to be open and transparent when processing your personal data.

This privacy policy of Hanaholmen – Swedish-Finnish Cultural Centre is in line with the General Data Protection Regulation (GDPR) of the EU and covers the customer register of the Hanaholmen hotel. Updated on 25 May 2018.

1. Controller

Hanaholmen – Swedish-Finnish Cultural Centre
Hanasaarenranta 5
FI-02100 Espoo, Finland
Tel. +358 9 435 020
www.hanaholmen.fi/en/

2. Data protection officer

Agneta Roine
Hanaholmen – Swedish-Finnish Cultural Centre
Hanasaarenranta 5
FI-02100 Espoo, Finland
Tel. +358 9 435 020
agneta.roine@hanaholmen.fi

3. Purpose and lawfulness of processing personal data

The processing of the data in the customer register is based on the customer relationship of consumers and corporate customers with Hanaholmen.

Personal data is collected and processed in order to fulfil the controller's legal obligation, enable reservations, identify the customers of the hotel and enforce an agreement to which the data subject is a party or in order to carry out measures preceding the conclusion of such an agreement or on the basis of explicit consent.

The accommodation provider is liable for collecting travellers' personal data in accordance with section 6 of the Act on Accommodation and Food Service Operations.

Personal data is collected from the customers of the hotel.

The controller processes the following personal data of customers:

- The customer's first and last name, date of birth, telephone number, address, e-mail address
- Nationality
- Passport number
- Information concerning reservations
- The customer's payment information, invoicing information, potential payment reference information
- Information on the use of services and purchases
- Information on the customer's selections and wishes (such as special requests concerning the room, matters related to accessibility)
- Potential customer feedback and reclamation information

Any special dietary information of the customer shall only be used for preparing and serving food.

The controller processes the following personal data related to its corporate customers:

- The name, address, e-mail address and telephone number of the corporate customer's contact person
- Potential customer feedback and reclamation information

4. Source of personal data

The potential sources of personal data are the data subject, information received regarding the use of services or purchases and companies maintaining the reservation system of accommodation and dining.

5. Recipients and categories of recipients of personal data

The data in the customer register shall not be disclosed to third parties. Data may be disclosed to the authorities on the basis of legal information requests.

6. Transfer of data

Personal data shall only be transferred to the accounting system of Hanaholmen if required for invoicing and monitoring payments.

Personal data shall not be transferred outside the EU/EEA.

7. Storage period of personal data

In accordance with section 8 of the Act on Accommodation and Food Service Operations, personal data must be stored for one year after its entry. Personal data shall only be stored longer for a special reason, such as the processing of a settlement of claims.

8. Right to access data

The data subject has the right to receive a verification on the processing of his or her personal data and access to the processed data. The data subject is also entitled to a copy of the processed data.

The information shall be delivered to the data subject within one (1) month of submitting the information request.

Any information requests or requests regarding copies of the data should be delivered, as a separate, signed and written document, to:

Hanaholmen – Swedish-Finnish Cultural Centre, Data protection officer
Hanasaarenranta 5, FI-02100 Espoo, Finland

9. Right to rectify data, right to restrict processing and right to erase data

The data subject has the right to request the rectification of any inaccurate data related to said data subject.

The data subject has the right to prohibit the controller from processing his or her personal data unless the controller is legally entitled to process the data despite the refusal.

The data subject has the right to request the erasure of his or her personal data if the controller is no longer legally required to store the data.

The controller shall rectify any inaccurate data without delay, however within one (1) month of receiving a rectification request.

Any requests concerning the rectification or erasure of data or the restriction of processing should be delivered, as a separate, signed and written document, to:

Hanaholmen – Swedish-Finnish Cultural Centre, Data protection officer
Hanasaarenranta 5, FI-02100 Espoo, Finland

10. Right to withdraw consent

When the processing of data is based on the consent of the data subject, the data subject has the right to withdraw his or her consent at any time.

Notifications on the withdrawal of consent should be delivered, as a separate, signed and written document, to:

Hanaholmen – Swedish-Finnish Cultural Centre, Data protection officer
Hanasaarenranta 5, FI-02100 Espoo, Finland

11. Right to transfer data

The data subject has the right to receive his or her personal data previously delivered to the controller and to transfer said data to another controller.

12. Automated individual decision-making, including profiling

The controller shall not make decisions based solely on automated processing, including profiling, which produced legal effects concerning him or her or similarly significantly affects him or her.

13. Right to refer a case to the data protection authority

The data subject has the right to refer the case to the data protection authority for investigation if he or she finds that the controller's processing of his or her personal data has infringed data protection legislation.

The Data Protection Supervisor acts as the data protection authority.