

## **Privacy Statement: Information management system database (TANA ProTrack®)**

### **1. Controller**

Tana Ltd, business ID 2374064-2  
Schaumanin puistotie 1  
40100 Jyväskylä  
Finland

### **2. Contact information**

Teemu Lintula, tel. +358 40 685 8700  
Tana Ltd, business ID 2374064-2  
Schaumanin puistotie 1  
40100 Jyväskylä  
Finland

### **3. The purposes for which we use personal information**

Tana keeps and handles information about TANA products that has been collected with remote online access to the machine's control system. We collect and handle the personal data listed in section 5 in order to maintain contact with our customers, to order and deliver spare parts for the customer's machine and for billing purposes.

### **4. Data subjects**

Dealer network of Tana Ltd and our customers.

### **5. Personal information that we collect**

- vital operational statistics, but also personal data about the owner of the machine (name of contact person, email, phone number and name of the company). All contact information is first created in our customer, marketing and contact data base. When customer buys our product, customer's personal information is transferred to ProTrack.
- personal data of TANA dealers (name, email, phone number and name of the company). We may collect your personal information to enable more accurate trouble-shooting by the distributor and TANA Service Center.
- personal data of TANA machine users is collected to define user levels. There are four different user levels for Tana machines: 1) Operator of the machine, 2) Service and support, 3) Factory (manufacturing) and 4) Administrator
  - User level is defined using numbered USB-sticks.
  - Operator-level: no personal contact information is linked into user-level USB-keys. All operator-level USB-keys are linked with the company only
  - Other levels: name, email, phone number and name of the company

### **6. How we collect personal data**

Tana generally collects personal data from Tana dealers and/or directly from the customers. If the customer already exists in our customer, marketing and contact database, all related personal data is transferred automatically to our information management system database. Machine Operator level information does not exist.

## 7. Disclosure of personal data

In general, Tana uses the personal data only for its internal business purposes and does not transfer the data to any external parties. Contact information in ProTrack is for Tana internal usage only to recognize customer in case of maintenance and support.

## 8. Disclosure of personal data overseas

Due to technical and practical requirements, the personal data may also be processed outside the EU/EEA. Tana ensures that there is a legal basis for such transfers.

## 9. Accessing and correcting personal information or making a complaint

The data subjects have the right of access and the right to rectify the data concerning him or her or make a complaint about how we have handled your personal information by contacting the person designated as being in charge of the processing operation (see section 2). Complaints and requests must be addressed to Tana in writing via the contact form at our website <https://www.tana.fi> or by sending an e-mail to [mail@tana.fi](mailto:mail@tana.fi). The data subjects also have the right to lodge a complaint with a supervisory authority.

## 10. Quality of personal data

The data subject has a right to update his/her personal information. Tana maintains and updates personal information in its Information management system database as necessary, or when we are advised that the information has changed. Request to update personal information must be addressed to Tana in writing.

## 11. Other rights of the data subject

### A. Right to be forgotten:

Each data subject shall have the right granted by the European legislator to obtain from the controller the erasure of personal information concerning him or her without undue delay, and the controller shall have the obligation to erase personal data without undue delay, as long as the processing is not necessary and/or when there is no longer a legal justification for processing. Request to erase personal information must be addressed to Tana in writing (see contact details in section 2).

### B. Right to object the use of personal information for direct marketing purposes:

Individuals have the right to object at any time to the processing of their personal information for direct marketing purposes. If you wish to object or withdraw your consent, you must address a written request (see contact details in section 2).

### C. Right of restriction of processing

The data subject has the right granted by the European legislator to obtain from the controller restriction of processing where one of the following applies:

- The accuracy of the personal data is contested by the data subject, for a period enabling the controller to verify the accuracy of the personal data.
- The processing is unlawful and the data subject opposes the erasure of the personal data and requests instead the restriction of their use instead.
- The controller no longer needs the personal data for the purposes of the processing, but they are required by the data subject for the establishment, exercise or defence of legal claims.
- The data subject has objected to processing pursuant to Article 21(1) of the GDPR (pending the verification whether the legitimate grounds of the controller override those of the data subject)

If one of the aforementioned conditions is met, and a data subject wishes to request the restriction of the processing of personal data stored by Tana, he or she may at any time contact the controller (see contact detail in section 2).

## 12. Storage and security of personal information

Tana takes necessary steps to protect the security and confidentiality of personal information it holds. These steps include:

- Electronic database is username and password protected.
- When no longer needed, personal information is archived or destroyed following the applicable laws. All files are stored for the shortest time possible.
- All information is processed and stored following the principles laid out in the TANA Privacy Policy. The Tana Privacy Policy can be found on the company website at [www.tana.fi](http://www.tana.fi) and Intranet network.