



This is a written description of the processing of personal information by BK-Hydrometa Oy as defined in the General Data Protection Regulation of the European Union (EU) 2016/679.

Keeper of the register

BK-Hydrometa Oy
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Contact persons

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Name of the register

'Contact information' in CRM, 'Business register' in ERP.

Purposes of data processing

BK-Hydrometa Oy uses the contact information given by the customer to deliver runoff water treatment plants, devices, equipment, and components ordered by the customer, for consultation and customer service purposes, customer feedback inquiries, messaging, as well as for the development, and compilation of statistics and analytics thereof (Article 6, sections 1.a & 1.b) on an as-needed basis.

Contact

Customer's telephone call, email or filled contact information form on the web page of BK-Hydrometa Oy. In addition, the customer may deliver contact information by filling in a contact information form during events such as trade fairs. BK-Hydrometa Oy may also make use of generally available information sources for contact information entries. Such contact information groups include the representatives of potential customer companies and organizations.

Data collection

The information submitted by the customer include name, the name of the company or organization with address, telephone number and email-address. In addition, invoicing, and order information will be included in the company register as well as customer's field of business, organizational position, area of responsibility, and information on the request for quotation.

Data processing

HubSpot software is used as a CRM. HubSpot services are privacy shield certified. (see [Privacy Shield certified](#) for more information). The privacy policy statement of HubSpot can be found at <https://legal.hubspot.com/dpa>. The recipients of information are such persons who need it in their work within the fields of sales, communications, project management, development, quality assurance and administration. The needed information will be used for quotations, receipt of orders and delivering thereof, invoicing, and contacts related to the marketing of products and services related to the customer's industry. BK-Hydrometa Oy sends marketing letters and newsletters. The company uses web analytics in connection with newsletters for marketing development purposes. We may create statistics of the use of our website and social media, including CRM information on communications and usage. BK-Hydrometa Oy does not make decisions or do profiling based on automated decision making.

Storing of information

The registrar stores paper documents in a locked place. Access to electronically modifiable documents is protected with access control and firewall. We use a two-phase login to CRM. Contact information stored on the basis of customer consent will be stored until the customer withdraws such a consent. When arranging possible presentation events of BK-Hydrometa Oy products, the collected dietary information for the caterer is stored only on an as-needed basis for one month after the event. Accounting information will be stored in accordance with the applicable law.

**Disclosure of data**

We take all reasonable steps to ensure that the processing of customer information in HubSpot is safe and protected. This processing may include but is not limited to applying legally binding contract conditions between us and possible third parties. The company does not disclose personal information to third countries or international organizations. Personal information will be disclosed on an as-needed basis to reliable suppliers of products, and providers of transport, payment, and invoicing services. Possible data requests by the authorities will be answered as specified by law. Should BK-Hydrometa Oy enter mergers or make acquisitions, customer information of the business in question may be transferred to the new business proprietors. Personal information will not be disclosed elsewhere.

Disposing of data

The needs for storing personal information are reviewed annually. The recipient may at any time cancel the marketing and newsletters sent by BK-Hydrometa Oy. Such a cancellation will be informed to those whose task is to receive such information.

Right of access to own data

Upon a request submitted in writing, the customer has the right to review personal information in transferable form which is stored and collected by the registrar. Such a right to revision is free once a year. Should the request clearly lack grounds or be otherwise unreasonable, BK-Hydrometa Oy has the right to refuse to fulfil such a request or to charge the customer for administrative costs of fulfilling the request. The customer will be asked to present identification. A normal response time for the request is one month. All requests will be listed for processing.

Data correction and limitation, and objection to processing

The registrar corrects, limits, or removes customer information if needed upon a written request and by fulfilling the obligations set by law, and as specified in the conditions set forth in the chapter 'Right of access to own data'. We will correct erroneous and obsolete contact information and add new ones should such come to our knowledge.

Website, cookies, and analytics

The website address of BK-HYDROMETA Oy is hydrometa.fi. We monitor visitor information through a HubSpot cookie installed by us. We use cookies to facilitate a smooth user experience on our website and in our social media sites and to improve user experience as well as to offer and improve our services.

We use Google Analytics to analyse how visitors use the site. The tool uses cookies for storing information such as visitation time, possible earlier visits to the site by the visitor, and which web page directed the visitor to the site. Website usage information produced by the cookie (including IP-address) will be transmitted to Google. This information can be used for evaluating website use by the visitors and to compile statistical reports on the website function to us. To remove cookies of this type, some browsers notify the user when such a cookie is being sent and allow for rejection of cookies case by case. In addition to rejecting cookies, the visitor can install a Google Analytics expansion to the browser to prevent the use of personal information by Google Analytics.

We do not follow or collect the visitors' personal identity attributes on our website. Neither do we connect or attempt to link an IP-address to the identity of a computer user. We do not link any information collected from our website to any personally identifiable information connected with the source unless the customer explicitly sends such information to us through an online form found on our website. We consider the customer to accept and consent to our way of storing and protecting customer information when the customer uses our website and sends us information. BK-Hydrometa Oy is not responsible for the privacy policy of third parties linked to its website or for that of social media.

CCTV surveillance

There is a recording CCTV surveillance in marked locations of the premises to ensure process functions, protect property, and to prevent and resolve harmful action. The recordings will be stored up to a maximum of one year.



Contact information of the data protection commissioner's office

Information of supervisory authority for complaint cases.

Office of the Data Protection Commissioner
P O Box 800, Ratapihantie 9, FI-00521 Helsinki, Finland
Telephone +358 29 56 66700, tietosuoja(at)om.fi
www.tietosuoja.fi

Possible changes

BK-Hydrometa Oy reserves the right to make changes into this policy. The currently valid policy can be read on the website of BK-Hydrometa Oy. We recommend that visitors read the policy when visiting our website.