



Privacy policy Leinolat Group Inc.

Summary

Leinolat Group Inc is committed to protecting the privacy of its customers and provides them with an opportunity to influence the processing of their personal information. The Privacy Policy informs Leinolat Inc's customers of their personal information processing. A customer is defined in the GDPR as "registered".

The customer must accept the terms of this privacy policy to be able to use the services of Leinolat Group Inc.

The information we gather can be divided as follows: the information the user has provided, the information observed from online service and to information led from analytics.

We might use the information:

- To offer the best possible customer experience and to further develop it
- To optimize marketing
- To develop customer and online services

The Controller and its contact details:

The administrator of the processed personal information is:

Leinolat Group (Business ID: 0183435-7)

Tapionkatu 7,

65230 VAASA

FINLAND

Our customer service will answer to any further enquiries about the processing of personal information and privacy policy.

What information can we gather and from which sources?

- Information provided by the user or information which can identify the user
- Contact information: address, phone number and email
- Payment information, including possible credit agreements and other invoicing information
- With the acceptance of the customer, possible location data, which is used to visitor statistics
- Information which is observed from our website or led from analytics



- Use and browsing information from our website as well as identity information of the terminal device

The user themselves is the main source for the information.

For which purposes is your personal data used?

The personal information might be used

- Keeping and maintaining customer relationships
- Delivering, processing and archiving of orders
- Developing Leinolat Group Inc's operations and services
- Improving customer experience
- Statistical purposes
- Providing more personalized targeted content and marketing
- Preventing abuse
- Providing better customer service

The information is processed based on the customers and Leinolat Group Inc's subsidiaries' customer ship, usage of our websites or to a separate, explicit consent the customer has given.

How is my information stored and protected?

All personal information is protected against unauthorized access or accidental or unlawful destruction, alteration, disclosure, transfer or other unauthorized conduct.

In processing the personal information and in planning the process we follow good privacy policy actions. In the processing of the personal information, we have considered the EU's GDPR policy, which we have followed since 25.5.2018.

We have good privacy practices in handling and processing personal information. Also, in processing of personal information, the requirements of the EU Data Protection Regulation as of May 25th 2018 are taken into account.

Who is processing my information?

The access to customer information is only with our own employers and our personnel is trained to use the information safely and ethically.

The company responsible for managing personal information:

Leinolat Group (Business ID: 2360024-4)

Tapionkatu 7,

65230 VAASA

FINLAND

For how long is my information stored?

We only keep your personal information for the time needed to complete the uses described in this policy. In addition, some data may be stored longer to the extent necessary to implement the statutory obligations, such as accounting responsibilities, and to demonstrate their proper implementation.

At the customer's request, personal data relating to them may be removed or anonymised from Leinolat Group Inc's systems and no longer used for the purposes listed in the policy.

For some data, legislation imposes obligations for long-term storage – for example for the following purposes:

- The Accounting Act demands that related information is stored for longer retention periods, regardless of whether the material contains personal data or not.
- System logs are collected and stored, as required by law, so that we can provide a legitimate and secure online service to our customers.
- Taking adequate backups from databases and systems to ensure data protection, error correction as well as security and continuity verification.

What are my rights?

As a customer you are entitled to:

- Have access to your personal information, including the right to receive a copy of your personal data
- Ask for correction or deletion of your personal information
- Prohibit direct marketing
- Under certain conditions, request a processing limitation or object to the processing of your personal information

In addition, if the processing is based on a separate consent, the customer is entitled to withdraw their consent at any time. Please note that this does not affect the lawfulness of data processing before withdrawal of consent.

Please contact our customer service to claim your rights. The request must be sufficiently identified so that our customer service can verify your identity. If we cannot satisfy your request, such as removing all the data for which we have a statutory obligation or right to retain them, we'll let you know.

If you consider that processing of your personal data is inadequate or is not lawful, you can also file a complaint with the competent supervisory authority (Data Protection Officer).

How I get my saved information from the system?

You can ask for your saved information for yourself by sending email to our customer service emails:

Leinolat Group Inc: leinolat@leinolat.com

Leimec Inc: leimec@leimec.fi

Kilkanen Inc: info@kilkanen.fi



Uwira Inc: info@uwira.fi

T-DRILL Inc: sales@t-drill.fi

Bobi.com Inc: info@bobi.com

How can you influence your personal information?

Leinolat Group is committed to providing its customers with the opportunity to influence the collection and use of their personal data.

The customer can at any time ask us to remove their customer information and ask Leinolat Group Inc to remove their personal information by sending an email to these customer service emails:

Leinolat Group Inc: leinolat@leinolat.com

Leimec Inc: leimec@leimec.fi

Kilkanen Inc: info@kilkanen.fi

Uwira Inc: info@uwira.fi

T-DRILL Inc: sales@t-drill.fi

Bobi.com Inc: info@bobi.com

Please note! In some cases, not all information can be removed as legislation may require us to retain some of your customer-related information.

Will your personal information be disclosed to third parties?

We will provide some necessary information to third parties to ensure delivery and marketing.

If necessary, we will disclose information at the request of the authorities. We will always inform you of any such request if it is permitted by the law.

Does Leinolat Group use cookies on their website and what are they?

Leinolat Group might use cookies or other similar techniques, such as browsers local storage. Cookies are small pieces of text sent to your browser by a website you visit. We use cookies for identifying customers, to maintain registration and to functions of shopping basket. To use these features, using cookies and accepting their use is mandatory. The cookies set by the website remain in the browser according to the browser's settings if they are not removed separately from the settings. Visiting the website will set the cookies again if the browser allows it. The browsers local storage is used, for example, to estimate deliver times for our products.

We also use other tools, such as Google Analytics. This helps us to better understand the behaviour of our customers, it tells us which products are of interest to them and which functions and services are most useful for our customers.

The information used in the analysis is anonymous whenever possible. Otherwise, we will deal with personal information as long as the tag contains client identifying information, such as an



IP address. Also, tags that are linked to a customer in some way are treated as personal information.

Can this privacy policy be changed?

Due to possible changes in services and legislation, we reserve the right to change the Privacy Policy. Significant changes to the policy will be reported to registered customers when the terms are updated.

Where can you contact us?

For any question regarding privacy policy or marketing, you can contact our customer service at:

Leinolat Group Inc: leinolat@leinolat.com

Leimec Inc: leimec@leimec.fi

Kilkanen Inc: info@kilkanen.fi

Uwira Inc: info@uwira.fi

T-DRILL Inc: sales@t-drill.fi

Bobi.com Inc: info@bobi.com