

## Privacy Policy – Konvertia Group

This Privacy Policy describes how Konvertia Group Oy and its affiliated companies (together “Konvertia Group”, “we”, “us”) process personal data in accordance with the EU General Data Protection Regulation (GDPR, EU 2016/679). Protecting your personal data and privacy is of utmost importance to us.

### 1. Data Controller

Konvertia Group Oy  
Malminsuontie 6  
42220 Siltakylä, Finland

### 2. Contact Persons

Inquiries: [info@konvertiagroup.com](mailto:info@konvertiagroup.com)

### 3. Personal Data We Process

We process personal data related to our customers and business contacts, including:

- Name, phone number, email address, and business address
- Job title, role, employer, and position within the company

### 4. Sources of Personal Data

Personal data is collected:

- Directly from you via email, phone, business cards, forms, e-commerce applications, or other communications
- At trade fairs and events
- Through publicly available social media platforms (e.g. LinkedIn)
- From official third-party business registers

### 5. Purpose and Legal Basis for Processing

We process personal data for the following purposes:

- Managing and maintaining customer relationships
- Order processing and delivery
- Customer communications and marketing
- Analytics and statistical purposes
- Customer service

Processing is based on your consent, a customer relationship, or our legitimate interest in conducting business.

### 6. Data Sharing and Transfers

Personal data may be shared within the Konvertia Group within the EU/EEA when required for business purposes. We may also share data with trusted service providers who process data on our behalf under data processing agreements. Data may be disclosed to authorities where required by law.

## 7. Data Retention

We retain personal data only for as long as necessary for the purposes described above or as required by applicable legislation, such as accounting laws.

## 8. Data Security

Personal data is processed in secure systems protected by technical and organizational measures, including access controls, passwords, and firewalls. Access is limited to authorized personnel only.

## 9. Your Rights

You have the right to:

- Access your personal data
- Request correction or deletion of your data
- Restrict or object to processing
- Request data portability
- Withdraw consent at any time
- Lodge a complaint with a supervisory authority

Requests concerning your rights should be sent in writing to the contact details above. We may verify your identity before responding.

## 10. Supervisory Authority

The competent supervisory authority is:

Office of the Finnish Data Protection Ombudsman

## 11. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.