

Privacy Notice – Clients

1. Controller	<p>Name: EduCluster Finland Ltd (ECF)</p> <p>Address: Lutakonaukio 7, 40100 Jyväskylä, Finland</p>
2. Controller's authorized representative	<p>Kati Loponen, CEO/COO E-mail: kati.loponen@educluster.fi Tel: +358 40 8254218</p>
3. Contact person	<p>Name: Erkki Fadjukoff Position: ICT Specialist, Data protection officer Lutakonaukio 7, 40100 Jyväskylä, Finland</p> <p>Other contact information: Tel. no: +358 40 759 9048 E-mail: privacy@educluster.fi</p>
4. Purpose for processing personal data	<p>The data subjects are representatives of clients and potential clients of ECF.</p> <p>Personal data will be used for</p> <ul style="list-style-type: none"> - providing services clients have requested - maintaining business and client relationships of ECF - contacting potential clients who have provided their contact information to ECF - re-activating expired client relationships <p>Provision of personal data is a requirement necessary to enter into a contract. Failure to provide data requested by ECF may mean that ECF is not being able to provide its services.</p> <p>Additionally, ECF may process personal data of representatives of companies who ECF has identified as potential clients. Such personal data may be used for marketing purposes, unless the potential client objects.</p>
5. Description of the personal data processed	<p>Personal data of potential clients may consist of</p> <ul style="list-style-type: none"> • name and contact information of the key persons <p>Personal data of clients may consist of:</p> <ul style="list-style-type: none"> • full name, title, personal identification code • address • contact information • immigration and travel related documents if they are needed for providing ECF's services • any other additional information the clients have provided unsolicitedly or as

	<p>requested by ECF</p> <ul style="list-style-type: none"> • dietary restrictions <p>Access right to ECF’s quality management systems or learning platforms require a separate user registration. In connection to the registration personal data is asked. User data of these systems is stored separately from other client data. External data processors may be used.</p>
6. Legal basis for processing the data	<p>Primarily GDPR Article 6 subparagraph 1b “processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract.”</p> <p>Before the client relationship has been established or has expired: GDPR Article 6 subparagraph 1f “legitimate interest pursued by the controller”. The legitimate interest is marketing of services and acquisition of customers. A separate balance test (available on request) has been completed to demonstrate the legitimacy and proportionality of the interest.</p> <p>Use of quality management systems: GDPR Article 6 subparagraph 1a “consent of the data subject.”</p>
7. Sources of personal data	<p>Information is received from clients and potential clients and may also be complemented from public sources. Information of potential clients might be sought from public sources.</p>
8. Recipients of the personal data	<p>Information will be used by ECF employees who are involved in providing the services to a client or preparing provision of services.</p> <p>ECF may transfer the personal data to its partners and subcontractors which need it for providing or preparing their services or ECF’s services. The recipients typically include schools the clients visit, travel agencies, other companies or institutions providing their services together with ECF’s services, hotels, external experts and owners of ECF.</p>
9. Recipients in third countries	<p>Personal data may be transferred to Qatar where ECF has a branch. This kind of personal data transfer may be done <i>exceptionally</i> and only in case the personnel working in Qatar have essential knowledge in providing the services the <i>client has requested</i>. Data protection legislation in Qatar differs from GDPR standards. ECF strives to afford the same level of data protection in Europe and outside Europe by using internal guidelines. The transfer of data is not possible based on the primary mechanisms defined in GDPR articles 45 (commission adequacy decision), 46 (appropriate safeguards) or 47 (binding corporate rules). The transfer is based on GDPR Art. 49 subparagraph 1b “the transfer is necessary for the performance of a contract between the data subject and the controller or the implementation of pre-contractual measures taken at the data subject's request”.</p>

10. Time limits for erasure of data	<p>Data will be reviewed when a client contract expires and every three years. Unnecessary data will be deleted.</p> <p>Data concerning potential clients will be reviewed annually. Unnecessary data will be removed.</p> <p>Any personal data collected for ad-hoc purposes, such as travel documents needed for attending a training, will be deleted within 6 months after such purpose has been completed.</p>
11. Rights of the data subject	<p>The data subject has the following rights:</p> <ol style="list-style-type: none"> 1. Right to be informed of data processing (Art 13 and 14). If personal data of potential clients is obtained from public sources, such potential clients are contacted and given access to this Privacy Notice within one month after recording their personal data. 2. Right of access (Art 15) <ul style="list-style-type: none"> - the data subject is entitled to access the personal data processed by the controller and other information related to the processing 3. Right to rectification (Art 16) <ul style="list-style-type: none"> - the data subject has a right to request correction of inaccurate data and complement incomplete data concerning him or her. 4. Right to erasure (Art. 17) <ul style="list-style-type: none"> - the data subject has a right to request his/her data to be erased 5. Right to restriction of processing (Art 18) <ul style="list-style-type: none"> - the data subject is entitled to obtain from the controller restriction of processing where the conditions in Art 18 are met 6. Right to data portability, if the conditions in Art 20 are fulfilled 7. Right to object, if the processing is based on legitimate interest pursued by the controller 8. Right to withdraw consent, when processing is based on consent. 9. The right to lodge a complaint with a supervisory authority (Art 77) <ul style="list-style-type: none"> - every data subject shall have the right to lodge a complaint with a supervisory authority (The Office of the Data Protection Ombudsman in Finland; www.tietosuoja.fi) <p>The rights may be exercised by contacting the data protection officer.</p>
12. Automated individual decision-making	<p>The personal data will not be used for automated decision-making producing legal effects concerning the data subjects.</p>