

## **Finnfund's customer relationship management system**

**Data controller:** Finnish Fund for Industrial Cooperation Ltd (FINNFUND)

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**Name of the register:** Cermi Customer Relationship Management System

### **Purpose of processing personal data**

The purpose of the register is to maintain the necessary information about customers, stakeholders and Finnfund's staff for the purpose of customer relationship management. The register is used by Finnfund's project teams and other people who work with clients and stakeholders.

### **Data content of the register**

Finnfund records the following information about customers, stakeholders and Finnfund staff in the register.

The data content consists of personal data provided by customers and stakeholders themselves, such as names, titles, email addresses, telephone numbers, contact details for their place of work, customer relationship histories, mailing codes and contact notes.

The data will be kept for the duration of the customer relationship and for a another six years thereafter for possible project reviews.

### **Regular sources of information**

Emails, phone calls and business cards received at stakeholder events. Information on Finnfund employees is gathered from Finnfund's directory service.

### **Regular disclosures of data**

Information from the register may be disclosed to the Finnish authorities when required by law.

### **Transfer of data outside the EU or EEA**

Finnfund does not disclose information outside the EU or EEA.

### **Principles for the protection of the register**

The data in the register is not in manual form.

### **Data processed with the help of information technology**

Access to the register is only granted to those who need the information to carry out their work. A username and password with strong authentication are required to access the register. The register is located on a secure server in the EEA.

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**The right to request the rectification of information**

Incorrect information will be corrected at the customer's request or by Finnfund's staff after the error has been discovered.