

PRIVACY POLICY OF TELIA SMART WIFI

01 April 2020

Handling personal data

This Privacy Policy describes how personal data is used by the Telia Smart Wifi service. In addition to this, [the Privacy Notice](#) of Telia Finland Oyj will apply.

Smart Wifi is a service that helps you improve the speed, connectivity and stability of your wireless home network (Wifi). The service is provided through additional equipment delivered to customers and an application downloadable onto a smartphone. Furthermore, the service introduces various extra features for managing a home network and enables better customer service should there be any problems with the service. The service settings are managed with the smartphone application.

The application connected to the service requires either an Android or an iOS smartphone. Users can log in to the application with their Telia user ID, which can be created free of charge at telia.fi. The application allows you to check the status of your wireless home network, the devices that have been connected to it and the speeds between base stations.

In order to provide the service, we may handle the following information about you:

- personal data and credit data for completing an order;
- address for delivering the equipment;
- other personal data specified in the Privacy Notice, if necessary.

What type of data does the app collect and process?

- your Telia user ID when logging in to the application;
- device information (serial number + MAC and IP address + name) for establishing connections between base stations;
- network infrastructure and speeds between base stations;
- devices connected to the network;
- SSID (WLAN network name);
- user profile name.

Telia will only process customer data pertaining to the Smart Wifi service or its use when providing the service; or, for example, if a customer is experiencing a problem or a fault and has contacted the customer service department and given permission and the necessary information to form a connection. In that case we may also use information about the customer's Smart Wifi service home network and the devices connected to it.

How long will we keep your personal data?

We store data created and processed during the use of the Smart Wifi service for 28 days for the purposes specified in this Privacy Policy. Similar restrictions do not apply to the storing of anonymised data.

Other than that, we store personal data in compliance with our Privacy Notice.

How can you exercise your rights and contact us?

You can exercise all the rights granted to registered customers [by logging in to telia.fi](#) or the My Telia app.

Log in to the service via the link above or by visiting www.telia.fi. More information is also available from Telia's customer service department on 020 690 400 or in Telia Shops.

Questions about our Privacy Notice and how we handle personal data can be sent to any of the addresses below.

Data controller:

Telia Finland Oyj

Pasilan asema-aukio 1, Helsinki
PO BOX 106, 00051 TELIA
Business ID: 1475607-9

National switchboard: 020401 (+358 20401 when calling from abroad) Data protection officer: tietosuoja-telia@teliacompany.com
[Customer service](#) and telephone 020 690 400

Complaints relating to the handling of personal data and requests to exercise customers' rights:

Telia Finland Oyj
Customer services PO
BOX 0400
65101 Vaasa

If you feel that Telia has breached its Privacy Notice or existing laws, you have the right to file a complaint. You may also file a complaint with the Data Protection Ombudsman, who monitors the legality of personal data handling, or with the Finnish Transport and Communications Agency, which monitors the legality of traffic data handling in Finland.

Telia is committed to responsible and sustainable business operations. If you suspect that Telia has failed to comply with the law or its Privacy Notice, you can submit a confidential notification via Telia Company's [Speak Up Line](#) (a so-called whistleblowing system).

If you have questions or would like to talk about the steps that Telia Company is taking to guarantee your data security, please contact our data protection officer at DPO-TC@teliacompany.com.

Data protection in the Telia Company group:
<https://www.teliacompany.com/en/about-the-company/privacy>

Changes to the Privacy Policy

The development of our operations, services and products may require changes to the Privacy Policy. You can find the latest version on our website and the Telia Smart Wifi application. We will inform users of any significant changes via the app and by publishing the updated Privacy Policy on our website.

