



Telia Finland Oyj  
Customer Service  
P.O. Box 0400  
FI-65101 VAASA

## DEAR CUSTOMER,

Would you like to know what personal information we have about you? Use this form to order an extract from the register of personal data undergoing processing. We will send the information electronically to your message archive at telia.fi.

If you are unable to receive information electronically, we can also send you an extract in paper format. If you have been using our services for a long time, there could be a lot of information. You should therefore only complete the form to request information on high-volume products if you need it. Due to the high volume of information, we also require the exact dates for which you want the information.

You can only request information about services you use personally: some of the service information falls within the scope of the communications service user's confidential information, and we may only disclose the information to the subscription user. Thus, if you request information about services that may have multiple users or that have a user other than the orderer, we require the consent of all users.

When a user requests information such as described above, we will ask the owner of the subscription to confirm who has used the subscription. Contact information for the users and the owner of the subscription must be provided in a separate attachment.

The contact information we collect on the order form will only be used to process the request and delivery of the extract.

If you notice any errors in your information, you can correct the errors electronically in your customer information or by contacting our customer service. Delivery of the extract takes 3 to 4 weeks. The fastest way to order your call itemization and your invoices from your invoice archive is by signing in to telia.fi.

# ORDER AN EXTRACT FROM THE REGISTER OF PERSONAL DATA UNDERGOING PROCESSING

Obligatory information	Name	Personal identity number
If necessary, contact me or ask for more information (one option must be chosen):		
1. Phone		
2. Street address		
Postal code		City
3. E-mail		

## Select which information you want to receive

1.1 Information related to my customership at Telia  I would like to order information about my customership at Telia (e.g. detailed information about my contract history and my transactions with Telia).

1.2 Information on the use of C More - and mtv-services  I would like to order information which Telia processes relating to C More -service

If you are a customer of C more or mtv-service, Telia might have your data regarding these services. For example, customer data, orders and device data. Telia will deliver this data as an own extract to your email address used in C more - or mtv-service.

\*mandatory information

First name and last name used in the service\*

Email address used in the service\* Customer id\* (www.cmore.fi/profilii)

I would like to order information which Telia processes relating to mtv-service

First name and last name used in the service\*

Email address used in the service\* Customer id\* (www.mtv.fi/profilii)

1.3 Time period  I am requesting information about my ordered itemisations and usage of services during the period

/ 20 - / 20

1.4 Traffic data details I am requesting information about the subscription's dialled calls and sent text and picture messages. This is confidential communications information about the subscription's user. Processing another person's information relating to confidential communications is prohibited by law. If you are not the only user of the subscription, please provide information about other users on the attachment page. This information is required in order to obtain the authorization of other users. Without the authorization of other users, it will not be possible to provide an extract of traffic data.

Subscription number

The subscription belongs to a company (work phone) Company name

I declare that I am the only user of the subscription and understand that a false declaration could result in sanctions. I understand that the delivery of the extract always requires the consent of the subscriber and all users over the age of 13. A false declaration could result in sanctions.

Subscription number

The subscription belongs to a company (work phone) Company name

I declare that I am the only user of the subscription and understand that a false declaration could result in sanctions. I understand that the delivery of the extract always requires the consent of the subscriber and all users over the age of 13. A false declaration could result in sanctions.

Subscription number

The subscription belongs to a company (work phone) Company name

I declare that I am the only user of the subscription and understand that a false declaration could result in sanctions. I understand that the delivery of the extract always requires the consent of the subscriber and all users over the age of 13. A false declaration could result in sanctions.

1.5 Mobile ID certificate usage information  I would like to order a listing of my mobile ID certification activities

Subscription number

1.6 Information on the use of Telia TV and entertainment services  I would like to order a report on the viewing history of Telia TV and entertainment services to which I have subscribed.

1.7 Itemised data for the IP address  I would like to order information about the IP addresses of my fixed Internet subscription.

## 1.8 Location data itemisation

Without the authorization of other users, it will not be possible to provide an extract of location data. The details requested here fall within the scope of the user's confidential communications. Processing another person's data related to confidential communications is prohibited by law. If you are not the only user of the subscription, please list the details of the other users on the order form. Without the authorization of other users, the extract from the register of personal data undergoing process can not be released for location information.

I would like my location data

Subscription number

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The subscription belongs to a company (work phone) Company name

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I declare that I am the only user of the subscription and understand that a false declaration could result in sanctions. I understand that the delivery of the extract always requires the consent of the subscriber and all users over the age of 13. A false declaration could result is sanctions.

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I would like my location data

Subscription number

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The subscription belongs to a company (work phone) Company name

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I declare that I am the only user of the subscription and understand that a false declaration could result in sanctions. I understand that the delivery of the extract always requires the consent of the subscriber and all users over the age of 13. A false declaration could result is sanctions.

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I would like my location data

Subscription number

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The subscription belongs to a company (work phone) Company name

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I would like my location data

Subscription number

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The subscription belongs to a company (work phone) Company name

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I declare that I am the only user of the subscription and understand that a false declaration could result in sanctions. I understand that the delivery of the extract always requires the consent of the subscriber and all users over the age of 13. A false declaration could result is sanctions.

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## 1.9 Request for checking a call recording

In the box below, identify the time of the call to or from customer care that you want to check. If you do not remember the time, you can also specify the subject of the call. Tell us from which phone number you made the call.

## 1.10 Request for checking a video recording

In the box below, identify the Telia store and the date and time of your visit for which you want to check a video recording.

## 1.11. Telia.fi browsing history

I would like to order a list of my Telia.fi's browsing history

# ORDER AN EXTRACT FROM THE REGISTER OF PERSONAL DATA UNDERGOING PROCESSING

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**Information delivery  
and conditions for  
the extract**

I would like the extract to be sent to me electronically.

E-mail

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I would like the extract to be sent to me in paper format. Delivery address for the checking request

Name

Street address

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Postal code

City

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**Date and signature**

Place and date

Signature of the sender of the request

Name in print

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Submit the signed form and the attachments to Telia via the contact request at [telia.fi](https://telia.fi), or by mail to:

Telia Finland Oyj  
Customer Service  
P.O. Box 0400  
FI-65101 VAASA

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You can order an extract free of charge once every six months. If you order more frequently, we will charge a fee in accordance with the price list to cover handling costs. The processing time for requesting an extract is one month. After we have sent the information to you, you are personally responsible for processing the information on the report. The report is available in electronic format from the communications center at [telia.fi](https://telia.fi) for 30 days.

You can also order the information in a computer-readable format on the [telia.fi](https://telia.fi) website (right to transfer data from one system to another). The information will be provided from information that is handled based on an agreement and consent. Thus, the content may be more limited than that of the extract. The file will be delivered in CSV format to the message center at [telia.fi](https://telia.fi)

If you are a member of Telia Yhteisö, you can find your message history via your username on the Telia Yhteisö website:  
<https://yhteiso.telia.fi>

If you have a Telia ID, you can find content sent to the Communications Centre at the Omat Sivut service at  
<https://www.telia.fi/kirjaudu>

Information on personal data, requested to be found in the extract, falls within the scope of the user's confidential communications. Processing another person's information relating to confidential communications is prohibited by law. If you are not the only user of the subscription, please provide information about other users on this attachment page. This information is required in order to obtain the authorization of other users. Without the authorization of other users, it will not be possible to provide an extract of traffic data.

**Subscription number**

Name of user/Custodian (if the user is under 13 years of age) or Guardian/Owner of the subscription Personal identity number

Contact phone number

Name of user/Custodian (if the user is under 13 years of age) or Guardian/Owner of the subscription Personal identity number

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