

TELIA ACCOUNT PRIVACY POLICY FOR CORPORATE CUSTOMERS



16 March 2021

Background information about the service

This Privacy Policy describes the processing of personal data in the Telia Account service available to corporate customers. The service is also subject to Telia Finland Oyj's Privacy Notice, available at telia.fi/tietosuojaja-tietoturva.

Telia Account is a service intended for identifying a service user and verifying their identity, maintaining user data and managing the access rights and services of a company. After registering for Telia Account, the user can log into Telia services using Mobile ID or personal banking credentials. The service is offered via a self-service portal accessible with the web browser of a computer or a mobile device. With the portal, the users can view, modify and delete their own data, and a company's Primary User and Admins can manage the access rights of the company's users. The portal also contains links to other Telia services.

Telia Account user roles

Telia Account has primary, admin and user roles. The Primary User has the right to sign for the company and full management and ordering rights for the company's services. The company must have a strongly identified Primary User and this role can only be assigned to one person. The Primary User can add Admins and Users to the service. An Admin has rights similar to the Primary User but there may be several Admins in the company. The Primary User and the Admin can view the data of the company's Users and can add and remove users for the company and specify service-specific access rights. The Primary User cannot be deleted from a company, but the role of the Primary User can be assigned to another user.

Introduction of the service

The service is introduced by creating service credentials at the address telia.fi/tili/yrityksille/rekisteroidy. When registering as the Primary User in the service, the person must have the right to sign for the company in order to commission the service for the company through self-service. Otherwise, a person authorized to sign for the company may use their personal Telia Account to invite users to the company. Telia can also send an invitation for a new user to create credentials in the service.

A user invited to Telia Account will receive an e-mail message that contains instructions for approving or rejecting the invitation to create a Telia Account and be associated with the company as a user with the role stated in the invitation. The role will be activated once the invitation has been approved.

Login to the service and connected services is available via telia.fi/tili or telia.fi/yrityksille using a Telia Account ID, Mobile ID or TUPAS certificate.

Definitions

Customer refers to a Telia corporate customer, or a subscriber, buyer or user of our Services. A customer with a contractual relationship with Telia is responsible for all users being aware of this Privacy Policy and understanding the content of the Privacy Policy.

Primary User refers, in Telia Account, to the primary user of a company with the right to sign for the company and the ordering and administration rights for the services ordered by the company. A company must always have one strongly identified Primary User, and there can be at most one Primary User in the company.

Admin refers, in Telia Account, to a user who, similarly to the Primary User, has the right to sign for the company and the ordering and administration rights for the services ordered by the company. A company may have several Admins.

User refers to a user of Telia Account for whom service-specific access right has been specified.

Services refer to all products and services provided by Telia.

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How do we collect your personal data?

When you register as a user of our Services or use our Services, we may process personal data about you collected from the following sources:

1. Directly from you yourself when you register with or log into the Service or use the Service or otherwise do business with us. Thus, we collect your data when, for example, you register with and log into the Service or use the Service, contact us, or when you subscribe to our newsletter.
2. From the Primary User or an Admin of Telia Account that invites you as a Telia Account user.
3. Detected data generated in connection with the Service use.
4. Derived data we have created on the basis of your personal data, such as conclusions about your possible interests, made by means of analytics in order to target direct marketing.
5. Data obtained specifically from other sources, such as other service providers or publicly available registers, such as the Population Register Centre or the Trade Register.

You do not need to disclose your personal data to Telia, but it may not be possible to deliver all the Services without personal data. The introduction and use of the Service requires the disclosure of certain personal data.

What personal data do we process on you?

We may process the following personal data:

- the user's name, e-mail address and telephone number, which are entered in connection with registration or the creation of an invitation
- the user's language selection in the service
- the user's role/access right in the company and in various services that the user is associated with
- invitations sent and received and their statuses
- personal identity number and date of birth, if necessary for identifying a user and/or verifying the right to sign for the company
- company name and business ID and the access right data of the company's users
- log data regarding service logins
- data describing the use of the service, including any personal data collected by means of cookies and similar technologies in connection with web or mobile browsing
- data related to direct marketing campaigns and event participations, permissions and prohibitions related to direct marketing, interests, subscriptions to newsletters and invitations to events, data related to the targeting of direct marketing
- other data that we collect with your consent and that we specify when requesting your consent

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How do we use your personal data

Telia processes data related to the customer's Telia Account service and its use in situations related to the ordering and provision of the Telia Account service and other Services and, for example, in relation to the Customer's problem and fault situations, if the Customer themselves has contacted customer service and provided the necessary information.

Other purposes of processing personal data are described in Telia's Privacy Notice.

Removal of a Telia Account and data retention period

We store the personal data for the duration of use of the Services.

A Telia Account is automatically deactivated if a user has not logged into Telia Account for six months, if the user has no valid user roles in companies or services. If the user has provided marketing permission or prohibitions, this information will, however, be stored for three years since the last login to Telia Account or since the latest updating of permission information, unless the user separately requests that the information be erased earlier.

Telia Account cannot be removed if the user has active user roles in companies or services. In this scenario, deleting Telia Account requires that the user roles be removed first. An automatic removal period of three years will commence from the removal of the role, and the user may also request earlier removal of data within this period.

Instead of deleting the data, we can also anonymize them so that they can no longer be associated with you. No retention period restrictions apply to anonymized data.

In other respects, we store personal data as indicated in the Privacy Notice.

How can you exercise your rights and contact us?

You can request an extract from Telia regarding your personal data processed in Telia Account service by contacting telia-tili@teliacompany.com. The request must be sent from the e-mail address with which you are registered with Telia Account. You can manage your data and settings in Telia Account, and you can file a request for removing Telia Account by contacting Telia's customer care. Contact details can be found at telia.fi/yrityksille/asiakastuki/yhteystiedot.

You can also get more information from Telia's customer care by phone on 020 355 800 or at Telia Kauppa stores.

You can send any questions related to the processing of personal data or the Privacy Policy to the addresses below.

Controller

Telia Finland Oyj

Pasilan asema-aukio 1, Helsinki
P.O. BOX 106, FI-00051 TELIA
Business ID 1475607-9

Nationwide switchboard number 020401 (from abroad: +358 20401)

Data Protection Officer: tietosuoja-telia@teliacompany.com

Customer Service and telephone 020 355 800.

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Complaints related to the processing of personal data and requests related to the exercise of rights:

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

If you think that Telia has acted contrary to the Privacy Policy or the valid legislation, you are entitled to file a complaint about the matter. You can also file a complaint with the Office of the Data Protection Ombudsman, that monitors the lawfulness of the processing of personal data in Finland.

Telia is committed to conducting responsible and sustainable business. If you suspect that Telia has acted contrary to the legislation or the Privacy Notice, you can also report the matter confidentially through Telia Company's Speak-Up Line (so-called whistleblowing system) at <https://secure.ethicspoint.eu/domain/media/en/gui/101615/index.html>.

If you have any questions or you want to discuss how Telia Company protects your privacy, please contact our Group Data Protection Officer at DPO-TC@teliacompany.com.

[Learn more about privacy at Telia Company.](#)

[Learn more about information security at Telia Company.](#)

Changes to the Privacy Policy

The development of our operations, services and products may require changes to this Privacy Policy. You can find an up-to-date version on our website and in the Telia Account service. We will notify you of any significant changes through the service and by posting an updated Privacy Policy on our website.