

26.5.2015

Description of customer data file

Description of file required by Personal Data Act (523/1999) section 10

Controller of file

Elisa Oyj (hereinafter "Elisa")
Ratavartijankatu 5, Helsinki
P.O. BOX 1, 00061 ELISA
Tel. 010 26 0001

Person responsible for file matters

Pekka Pussinen
Tel. 010 26 000 (Elisa)

File name and data subject

Person data file description with customer information. Registration is based on an agreement with Elisa or use of Elisa's services.

Purpose of use

Information is processed and used for providing agreed services, delivering the services and devices to customer, developing services and products, invoicing, for needs of customer relations and their development as well as statistical research.

The information is used for the purposes of advertising, marketing, direct marketing and personalised marketing. Traffic data is used only by customer's approval. Customer has the right to prohibit direct marketing.

Traffic data retained from the use of communication services are only used for purposes permitted by the Information Society Code.



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Phone calls between Customer and Elisa may be recorded to for example verify transactions.

Content of file

Customer information

- Name and last name
- Personal ID
- Address
- Contact phone number (mobile and fixed connection)
- E-mail address
- Language
- Consents to / prohibitions of direct marketing
- Registering to Bonus-agreement
- Registering to Elisa Etusopimus
- Information on services accumulating Etusopimus bonus
- Name- and address and in mobile subscriptions the date of birth of a possible user
- Other information provided by the customer
- Device information of mobile phone
- Customer history (for example communications with the customer, changes in services)
- Information on customer relationships with other group companies.
- Information on group wide customer levels
- On corporate customers, information on contact persons, representatives and their functions and information on users
- Subscription information of fixed network (subscriber, subscription date)
- Information on delivery of the fixed network service (target, delivery date)
- Information on fixed network service agreement (subscriptions, other services, devices)
- Start- and end dates of mobile subscribers customer relationship
- Opening and termination dates of mobile subscription
- Information on mobile services and their opening and termination dates
- SIM-card number
- Information on invoicing and collection
- Electronic client identifier (SATU)

Data related to use of services

The detailed information of the identification instrument used to identify a holder of a Certificate Elisa has provided, photocopy of the identification document, expiration dates of the identification document, SHA1 of public keys and certificate of nonrepudiation, identification or encryption.

The above mentioned information is retained if they are part of the customer relationship.

Data related to use of service: Customer's use of Elisa's services produce data that is being saved to data systems. When a customer uses communication services, the data saved in network are traffic data and the Information Society Code is applicable. In relation to traffic data, the Customer does not have the right of access by Personal Data Act.



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Sources of information

- Information provided by the customer.
- Personal information acquired in the process of providing or maintaining the service.

Also public information systems and/or services are being used, such as the address service of Finnish Post and Population Register Center.

Disclosure of information

Elisa may disclose information to other telecommunications operators and authorities as permitted or required by law.

If data is transferred to countries outside the EU and the EEA, the transfer requires that an adequate level of protection is guaranteed in the country in question or the data controller shall ensure in other way adequate personal data protection and protection of privacy and the data subject must have given an unambiguous consent to transfer.

Protection of the register

All persons processing the data file have personal access that is granted by the data controller. (In Elisa's stores the access is granted by the establishment). With a personal username and password all entries can be authenticated. Each user has their own access level, which is verified at log-in with a personal username and password.

All personnel and external persons representing Elisa have a professional confidentiality regarding all customer data. All persons having access to Elisa's premises as an employee shall have an ID with a photo. This ID is compulsory in order to access the Elisa premises.

Elisa follows the Information Society Code and the regulations of Finnish Communications Regulatory Authority in protection of communication networks.

In the end of a customer relationship the customer data is removed from the register as soon as processing is no longer necessary. Elisa Certificate Service shall retain the certificates and the data produced by their use as required by the Act on Strong Electronical Identification and Electronic Signatures (617/2009).

