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Customer data register

The purpose of processing customer data

The purpose of maintaining customer data register as well as collecting and processing customer data is to provide services along with maintaining and supporting the customer relations of Port of Kemi. The data collected is used for invoicing as well as administering and taking care of potential and already existing customer and interest group relationships. For security reasons, Port of Kemi must recognise the customers and interest groups it is operating with.

The data stored in the register can be administered with different key words and groups of data can be formed. Data management system as well as ERP is used for processing and administering customer data. Personal data is not used for profiling the data subject or for any kind of automated decision making.

Data content of the register

Data content of the register includes contact information of the company or community along with information needed to identify the customer, information of the contact person in a company and the company's business and/or customer identity code. Customer's invoicing information as well as information related to customership and contracts are included in the register.

Of a private person as a customer, contact and invoicing information, customer identification number or other identification code along with information related to customership and contracts is collected into the register.



Data sources

Data collected is received in the beginning of a customer relationship from customers in their consent and by collecting common data from public sources (e.g. business identity code). Customer data can also be collected from different forms the customer submits via the website of Port of Kemi, as well as from emails, telephone conversations, social media, contracts, meetings with a customer and other occasions in which the customer can hand out information.

In case of change of a contact person in a company, the data is updated by notice of a customer and by collecting data from public sources.

Data disclosures

Customer data is not disclosed nor transferred outside the Port of Kemi, EU or EEA. Data can be disclosed to authorities if a request is based on national or EU laws.

Deletion of the data

Customer register is updated frequently, and obsolete data is deleted.

Protection of the data

A. Manual data: data is stored in a locked facility with restricted access of authorized employees of Port of Kemi.

B. Digital data: right to process data is limited to employees of Port of Kemi in charge of customer relationships. The network and the server of Port of Kemi are protected according to rules and regulations and have restricted access. Logging in to the system requires a personal access identification. The office of the controller of the data is located inside ISPS security zone.

Right to claim the correction of the data stored

By the claim of the registered person, the controller corrects, deletes or completes the collected personal data that is incorrect, unnecessary, incomplete or obsolete. The processing of the personal data is based on the permission given by the registered person. The registered person has the right to retract the permission and claim for the deletion of personal data concerning the registered person.

