

## General privacy policy

### 1. Controller and contact information

Controller  
Nordic Electro Power Oy  
(2798030-1)  
Silmukskatie 6, 65100 Vaasa

Data protection contact person:  
Mika Alatalo  
p. 050-3615496  
email: mika.alatalo@nepower.fi

### 2. Purpose and legal basis for processing

We process personal data to enable the use of our website, maintain customer relationships, and develop and target our services and marketing. We use cookies to ensure site functionality, analyze service usage, improve user experience, and target advertising.

The primary legal basis for processing personal data is the controller's legitimate interest and, in part, the data subject's consent. Users are informed about the use of cookies and can manage their cookie preferences through their browser settings.

### 3. Data we process and how it is collected

We collect personal data in the following ways:

- Information provided by the user: name, address, email, phone number, and possible billing information, provided through forms or contact requests on our website.
- Automatically collected data: IP address, browser and operating system information, device details, screen resolution, the referring page, and information about pages and content viewed.

Data is collected using cookies and similar technologies.

### 4. Use of cookies

A cookie is a small text file stored in the user's browser. Cookies help recognize returning browsers and make site use easier. Cookies can be session cookies (expire when the session ends) or persistent cookies (remain stored for a set time or until deleted).

We use both first-party cookies (set by our site) and third-party cookies (e.g. ad networks, analytics services, and social media platforms).

## 5. Disclosure and transfer of data

Personal data may be transferred to service providers who process the data on behalf of the controller. We aim to process all data within the EU/EEA. If data is transferred outside the EU/EEA, we ensure appropriate safeguards such as data transfer agreements.

## 6. Data security and retention period

All records and personal data are stored in technically secure systems with restricted access to authorized personnel only.

- Cookie-based data is retained for up to 2 years.
- Personal data collected via forms is retained for up to 2 years or as long as necessary to manage the customer relationship.
- Outdated or incorrect data is regularly corrected or deleted.

## 7. Rights of the data subject

The data subject has the right to:

- Receive information on the processing of their personal data
- Access their own data
- Request rectification or deletion of incorrect data
- Object to or request restriction of processing
- Withdraw consent to the use of cookies
- File a complaint with the Office of the Data Protection Ombudsman ([www.tietosuoja.fi](http://www.tietosuoja.fi))

## 8. User control options

Users can manage cookies through browser settings, for example by blocking cookies, clearing cookie history, or using private browsing mode. Please note that some website functionalities may not work properly without cookies.

Cookie settings are device- and browser-specific, so changes must be made separately on each device and browser.

## 9. Contact and changes to this policy

All requests and questions related to this privacy policy should be directed to the contact information mentioned in section 1.

Nordic Electro Power Oy may update this privacy policy as necessary. Significant changes will be communicated appropriately.