

# DAS Customer Register

## 1. Registrar

Domus Arctica –säätio sr (company ID number: 0210547-1)

Ylikorvantie 28 A

96300 Rovaniemi

tel 020 7699 180

## 2. Person in Charge of the Register

Customer Service Manager, Kaisamarja Vihanta

Ylikorvantie 28 A

96300 Rovaniemi

phone 020 7699 180

[kaisamarja.vihanta@das.fi](mailto:kaisamarja.vihanta@das.fi)

## 3. The Name of the Register

DAS Register Based on Customership or Other Connections Related to DAS' Functions

## 4. The Use of the Personal Data

Personal data related to customership with DAS or other connections related to DAS' functions is handled in order to manage, maintain, analyse and develop, for example

- to upkeep customer's information
- to upkeep rent registers
- to send customer questionnaires, such as the questionnaire on customer satisfaction
- to maintain apartments and to share necessary information between the registrar and the maintenance partner companies with which DAS has an agreement with
- collecting rental and other debts
- to end tenancy agreements
- in addition to customer communications, personal information can be used to plan and develop the registrars operations

### **The Plan for Handling and Saving Personal Data in Domus Arctica –säätio**

14.2.2018

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## 5. The Data Content of the Register

The following pieces of personal information and changes in these pieces of information belonging to apartment applicants, recommended customers, tenants and their possible co-tenants, can be handled in the register:

Basic information, such as:

- name
- social security number
- contact information (postal addresses, phone numbers, email addresses)
- sex

Information related to customership and other connections related to DAS' functions, such as:

- customer number
- the beginning date of customership
- number of people living in the same household
- the names and social security number of the spouse living in the same household
- the names and social security number of all the individuals living in the same household
- the names and social security numbers of those individuals who live in the household under the registered person's consent
- information given to the registered person by the co-applicant to be then given to the registrar
- information about possible custodian(s)/guardian(s)
- information about employment, quality and duration of employment
- information about income and wealth
- credit information
- information about debt restructuring
- information about debt collection
- information about the apartment prior to customership at DAS
- information about the need for an apartment
- information about the tenancy, such as information about the tenancy agreement, rent payment, deposit and termination/rescinding of the tenancy
- personal information of the custodian(s)/guardian(s) of an under-age tenant
- reclamations, feedbacks and other communications and actions, including telephone conversation records with DAS personnel related to customership and other connections related to DAS' functions
- marketing procedures, the usage of these procedures and the information given in connection of these procedures targeted at the registered person
- bank account information in regards of terminating a tenancy agreement
- consent for and ban of direct marketing

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### **6. Regulated Sources of Information**

Information is collected from the registered person himself/herself with, for example, the apartment application form, and the electronic services.

Personal information can also be collected and updated through the registrar's other information registers, customers moving out, partners of the registrars and authorities and companies offering services related to personal information, such as the Population Register Centre, and credit information provided by the registers of Suomen Asiakastieto Oy.

### **7. Giving Out and Transferring Information**

Information is mainly not given outside DAS. However, information can be given out according to the framework sent by the then current legislation for example to our co-operative partners handling debt collection and authorities, which the law sets to have a right to receive information. Additionally, information can be forwarded to, for example, maintenance, security, and electricity and internet providers so that the services they offer can be delivered.

In case another party obtains the apartment property, DAS can forward necessary information to the new owner to manage the tenancy.

Information is not transferred outside the EU states and the European economic zone.

### **8. Protecting the Register**

Electronic registers are protected with firewalls, passwords and other necessary technical methods currently generally approved in the IT field.

Manually maintained registers are contained in spaces where unauthorized persons have no access.

Only individualized employees of the registrar, or the employees of co-operative partner companies, which the registrar has authorized and who have signed a confidentiality agreement, have access to the registered information with a personalized access given by the registrar.

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### **9. The Right to Check, Forbid the Use and to Correct Information**

According to legislation, the registered person has a right to check what pieces of information regarding the person has been saved in the register. The plea for check must be sent to the person in charge of the register and it must be provided in written with a signature. The plea for check can also be done in person meeting with the person in charge of the register.

The registered person has a right to forbid the registrar from giving out his/her information for direct marketing, distance sales or other marketing and questionnaires by contacting the person in charge of the register.

The registered person has a right to demand any false information to be corrected by contacting the person in charge of the register.