

REGISTER AND PRIVACY STATEMENT OF HOSTEL SUOMENLINNA

EU's general data protection regulation (GDPR)

REGISTER HOLDER

Suomen Leirikoulu yhdistys – Finnish Camp School Association FI07654321
Suomenlinna C9, FIN-00190 Helsinki
+358 9 684 7471 / Hostel Suomenlinna reception
hostel@suokki.fi

PERSON IN CHARGE OF REGISTER

Petra Miessmer, Hostel Manager
Suomenlinna C9, FIN-00190 Helsinki
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NAME OF REGISTER

Customer register of Hostel Suomenlinna, Finnish Camp School Association

LEGAL BASIS AND PURPOSE OF PROCESSING PERSONAL DATA

Finnish Camp School Association / Hostel Suomenlinna collects and processes personal data only as permitted by law. Collecting and processing may take place during or after the booking and accommodation. We collect personal information for the following purposes:

- To handle bookings and orders for services and to send information about reservations
- To manage reservations and offers and to develop and maintain services
- To contact our guest, if necessary, by phone, email, post or via Messenger if any problems should occur in the implementation of the services
- To gather feedback and improve the quality of service and service experience
- To analyze statistics and user behavior

Passenger information and customer register can also be used for direct marketing. Information is used to promote services and products, directly or indirectly, unless the customer has denied it.

Passenger information is also processed to maintain public order and security, to prevent and detect crimes and to compile statistics.

THE LEGAL BASIS FOR THE PROCESSING OF PERSONAL DATA ACCORDING TO EU'S GDPR:

A private person or a person represented by an organization gives consent to the use of personal and organizational information when booking accommodation or other services or accepting an offer of services in Hostel Suomenlinna. Finnish law on accommodation and catering activities requires the retention of passenger data and allows customer service to contact and maintain customer relations. At any time, the customer or organization may prohibit the Finnish Camp School Association from processing personal data or organizational information for marketing purposes or to withdraw their consent. Information is not used for automated decision making or profiling.

DATA CONTENT OF THE REGISTER

Organizations (companies, associations, municipalities, government agencies, etc.):

Contact name, status, company / organization, telephone number, email address, address, business ID, information on subscribed services and their changes, billing information and other information related to customer relationship and ordered services.

Private Guests (Hostel):

Name, address, telephone number, e-mail address, date of birth, citizenship, passport number, country from which the customer has arrived in Finland, information about subscribed services and their changes and credit card information (to be used only as clearly stated at the time of booking). Data is retained for the time being and will only be deleted if clearly and separately requested.

REGULAR SOURCES OF INFORMATION

The information stored in the register is obtained via e-mail, by phone, via web forms, by resellers such as booking.com, etc., via social media services, on the websites of organizations, contracts, customer meetings, passenger ads and situations in which the customer disclose their information.

Passenger declarations (passenger ad) are collected from the hostel's guests (Finnish law on accommodation and catering). The operator is responsible for making a passenger declaration on the passenger. A common passenger ad can be made for passengers participating in a group trip. The ad must state the name of the accommodation operator, the company code and the Visiting Address of the establishment.

The passenger ad should include the following information:

- 1) full name, date of birth and nationality of the guest
- 2) complete names of spouses and children and their dates of birth
- 3) address of the guest
- 4) country from which the passenger arrives in Finland
- 5) guest's travel document (passport) number
- 6) Arrival- and Departure Date if known.

In addition, the guest may indicate in the passenger ad whether the stay is taking place for leisure, work, meeting or any other reason. The guest must confirm information for the passenger ad by signing it. However, a group leader may sign a joint passenger ad on behalf of the group. Physical passenger ads are legally retained one year after which they are destroyed.

ORDINARY DELIVERIES OF DATA AND TRANSFER OF DATA OUTSIDE THE EU OR EEA

The information is not forwarded and remains only to the controller. Passenger information will be provided on request to the authorities designated by law. Data is not transferred outside the EU or the European Economic Area.

PRINCIPLES OF REGISTRY PROTECTION

Handling of the registry is done carefully and data processed through information systems is properly protected. When keeping records on Internet servers, the physical and digital security of their hardware is handled appropriately. The register holder will ensure that the stored information, computer access rights and other critical data related to the security of personal data are processed confidentially and only by the employees whose job description it belongs to. We are not responsible for the information that third-party operators, such as the internet booking sites or travel agents collect and maintain. We only reply to the information provided to Hostel Suomenlinna.

MANUAL MATERIAL

Accommodation reservations are stored in passenger ads, which are kept at the Hostel Suomenlinna reception. The reception is kept locked when it is closed or the staff is away from the room. Only the recipient of the reservation (the hostel reception staff), the register holder and the authorities designated by law have access to passenger ads. Passenger ads will be disposed in accordance with the law after one year.

DATA STORED IN INFORMATION SYSTEMS

The register is located in the joint Sharepoint folder of the Finnish Camp School Association, which is accessible only for the staff of the Association. Login requires a username and a password.

THE RIGHT OF INSPECTION AND THE RIGHT TO DEMAND CORRECTION

Every person and organization in the register has the right to inspect their data stored in the register and ask for any incorrect information to be corrected or incomplete information supplemented. If a person or organization wishes to check or require correction of the stored data, the request should be sent in writing to the register holder. The holder may, if necessary, request the applicant to prove his identity. The register holder answers the guest within the time limit set by the EU Data Protection Regulation.

OTHER RIGHTS RELATED TO THE PROCESSING OF PERSONAL DATA

A person in the register has the right to request the deletion of his / her personal data from the register. Also, those who are registered have other rights under the EU's Gdpr such as restricting the processing of personal data in certain situations. Requests should be sent in writing to the register holder. The holder may, if necessary, request the applicant to prove his identity. The register holder answers the guest within the time limit set by the EU Data Protection Regulation.

INSPECTIONS AND CORRECTION REQUESTS AS WELL AS PROHIBITIONS RELATED TO PERSONAL DATA

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