

20.04.2020 the principles for processing customer data are changing

For Elektrilevi, every customer is important. In some cases, we may need to process personal information in order to serve our clients and be a partner and advisor. In an effort to provide the best customer experience and keep the information we trust, secure, we have complemented and refined our customer data processing policy.

THE FOLLOWING IS INCLUDED IN THE COMPLEMENTED CUSTOMER DATA PROCESSING PRINCIPLES:

LEGITIMATE INTEREST

An addition has been added that Elektrilevi has a legitimate interest in processing data in certain cases, such as:

- transmission of periodic newsletters, incl. for additional services and promotional purposes. Newsletters can be unsubscribed at any time without giving any reason.
- Improving the user experience by asking for feedback on services and processes. Feedback is optional.
- Improvement and further development of Elektrilevi's technical systems, self-service environment and IT systems, incl. resolving security incidents.

CONSENT

In some cases, we also ask for separate consent for the processing of customer data. When requesting consent, Elektrilevi will explain the purpose of seeking consent and provide information on the intended processing. It is possible to give consent and withdraw it without justification. Based on consent, Elektrilevi will, for example, make personal offers or provide information to Elektrilevi's affiliates for the purposes described in asking for consent.

ADDITIONAL INFORMATION:

- The Customer Data Processing Principles document can be [found here>](#)
- If you have any questions or would like more information about our customer data processing policy, please contact us in the most appropriate way. Our contact information [can be found here>](#)

To make sure that the information is just for you, see if your [contact details are correct>](#)