

# Privacy Policy

## 1. Introduction

Sapotech Oy is committed to protecting your privacy and handling your personal data with care and in compliance with applicable laws and regulations. This includes adhering to the General Data Protecting Regulation (EU) 2016/679 (GDPR). This policy outlines how we collect, use, and protect your personal information when you engage with us.

## 2. Data Controller

Name: Sapotech Oy

Address: Paavo Havaksen tie 5 D, 90570 Oulu, Finland

E-mail: [support@sapotech.fi](mailto:support@sapotech.fi)

Phone: +358 445 400 475

## 3. Contact Information

If you have any questions or concerns about this privacy policy or your personal data, please contact our customer service at [support@sapotech.fi](mailto:support@sapotech.fi). We aim to respond within two working days.

## 4. What Data We Collect

We collect and process the following types of personal data:

- **Personal identification information:** Name, email address, mobile phone number, company and position, company address.
- **Business activity data:** Details of your latest interactivities with Sapotech.
- **Cookies and usage data:** Information collected through cookies and similar technologies for improving user experience and tracking website usage (e.g., Google Analytics)

## 5. How We Use Your Data

We collect your personal data for the following purposes:

- **Customer communication:** Managing and maintaining relationships with our customers.
- **Marketing:** Sending newsletters and conducting surveys (with your consent) to improve our services.

## 6. Legal Basis for Processing

We process your personal data based on the following legal grounds:

- **Consent:** You have given your consent for processing your personal data for specific purposes (e.g., newsletters, surveys)
- **Contract:** The processing is necessary for the performance of a contract with you.
- **Legitimate interests:** Processing is necessary for our legitimate interests, provided these are not overridden by your rights.

## 7. Data Collection Methods

## **We Collect Data From:**

- Direct interactions: Data you provide during business meetings, online interactions, or via forms on our website.
- Automatic data collection: Data collected automatically through cookies when you visit our website.
- Third parties: Data received from exhibitions, fairs, and social media platforms where you engage with us.

## **8. Data Sharing and Disclosure**

We do not share your personal data with third parties except under following conditions:

- Service providers: Trusted third-party providers who assist in our operations and are bound by confidentiality agreements (e.g., cloud services)
- Legal requirements: Disclosure is necessary to comply with legal obligations or valid requests by public authorities.

## **9. Data Security**

We implement appropriate technical and organizational measures to protect personal data against unauthorized access, alteration, disclosure, or destruction. This includes encryption, access controls, and regular security assessments of our systems and processes.

## **10. Data Retention**

We retain your personal data as long as necessary to fulfil the purposes for which it was collected:

- Newsletter data: Retained until you unsubscribe.
- Survey data: Retained for 24 months for analysis and improvement purposes.
- Business activity data: Retained as part of our ongoing customer relationship management.

## **11. Your Rights**

Under GDPR (General Data Protection Regulation), you have the right to:

- Access your data: Request a copy of the personal data we hold about you.
- Rectify your data: Correct any inaccurate or incomplete data.
- Erase your data: Request the deletion of your data under certain conditions.
- Restrict processing: Request to limit how we use your data.
- Data portability: Request to receive your data in a structured, commonly used format.
- Object to processing: Object to the processing of your data for direct marketing.
- Withdraw consent: Withdraw consent at any time where we rely on it to process your data.

To exercise any of these rights, please contact us at [support@sapotech.fi](mailto:support@sapotech.fi)

## **12. Cookies**

Our website uses cookies. For detailed information about the cookies we use and how you can manage them, please see our [Cookie Policy](#).

## **13. Changes to This Policy**

We may update this privacy policy periodically. Any changes will be posted on this page, and we will notify you via email or through a notice on our website if the changes are significant.

## **14. Contact Us**

For any questions or concerns regarding this privacy policy, please contact us at:

Email: [support@sapotech.fi](mailto:support@sapotech.fi)