

Telia Account service privacy policy for consumer customers

16 October 2024

Background information about the service

This Privacy policy describes the processing of personal data in the Telia Account service available to consumer customers. The Service is also subject to Telia Finland Oyj's privacy notice, available at <https://www.telia.fi/tietosuoja-jatietoturva>.

The Service is intended for distinguishing and identifying the Customer in connection with the use of other Telia services, for managing the Customer's user information, and for managing the licences for Telia services used by the Customer. The Service is offered via a self-service portal (hereinafter the "Portal") accessible by a computer or mobile device. The Portal allows the Customer to view, edit, and delete their own data, and a Customer acting in the role of an owner or administrator of each service can manage the access rights of other users of the services.

After signing up for the Service, the Customer can log into other Telia services using Service's user ID, the Mobile Certificate, or personal banking credentials.

Service user roles

The service has owner, administrator and user roles. The Owner has the right of signing and full management and ordering rights for services. The Owner can add Administrators and Users to the service. An Administrator has rights similar to the Owner but there may be several Administrators for each group. The Owner and the Administrator can view the data of the Users and add and remove users, and specify service-specific access rights for users. The Owner cannot be removed from a group.

Service set-up

To set up the Service, the user must create credentials for it during registration at www.telia.fi/tili/yksityisille/rekisteroidy. The Service may also be set up when signing up for another service, such as for topping up and managing pre-paid plans.

When registering for the Service, the Customer may add their Telia subscriptions and other services provided by Telia to be managed by the Service, whereby strong authentication is required during registration. A Customer acting in the role of a user that does not own the subscriptions and services or any other service, such as a customer using the balance and top-up management for Prepaid subscriptions, may register for the Service without strong authentication to use the Service credentials, such as for Telia Yhteisö (Telia Community) purposes or other purposes enabled at any time.

Login to the Service and any connected services is done at telia.fi or telia.fi/tili, or while logging into another service using the Service credentials, the Mobile Certificate, or TUPAS.

The service credentials are personal and must not be disclosed to third parties.

Definitions

Service refers to the Telia Account service.

Customer refers to a Telia consumer customer. Customers may have an Owner, Administrator, or User role in the Service. A Customer with a contractual relationship with Telia, i.e., an Owner, is responsible for all Users being aware of this Privacy Policy and understanding its content.

Owner refers a user in the Service with subscription and management rights to the services they have ordered.

Administrator refers a user in the Service with subscription and management rights to the services they have ordered, like an Owner has.

User refers to a user of the Service for whom service-specific access right has been specified.

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How do we collect your personal data?

When you use our Service, we may process personal data about you collected from the following sources:

1. directly from you when you register or log into the Service or use the Service or otherwise do business with us. Thus, we collect your data when, for example, you register and log into the Service or use the Service.
2. from the Service Owner or Administrator who invites you to use the Service
3. observed data generated in connection with the Service use
4. derived data we have created on the basis of your personal data, such as conclusions about your possible interests, made by means of analytics in order to target direct marketing
5. data obtained specifically from other sources, such as from other service providers or publicly available registers, such as the Population Register Centre or Trade Register

You do not need to disclose your personal data to Telia, but it may not be possible to deliver the Service without personal data. The deployment and use of the Service requires the disclosure of certain personal data.

What personal data do we process on you?

We may process the following personal data:

- the user's name, e-mail address and telephone number, which are entered in connection with registration or the creation of an invitation
- the user's language selection in the Service
- the user's role/access right in various services that the user is associated with
- invitations sent and received and their statuses
- personal identity number and date of birth, if necessary for uniquely identifying a user and/or verifying the right to sign for the company
- access rights information of a group's users
- log data regarding Service logins
- Data describing the use of the Service, including any personal data collected by means of cookies and similar technologies in connection with web or mobile browsing
- other data that we collect with your consent and that we specify when requesting your consent

The purposes we process your personal data for

Telia processes the Customer's personal data for distinguishing and identifying the Customer in Telia's services and products. In addition, Telia processes data related to the customer's Service and its use in situations related to the ordering and provision of the Service and other Telia services and, for example, in relation to the Customer's problem and fault situations, if the Customer themselves has contacted customer service and provided the necessary information.

Other purposes of processing personal data are described in Telia's privacy notice.

Removing the Service and data retention period

We store the personal data for the duration of use of the Services. In the role of the Owner, the Customer may terminate the agreement on the Service by removing all services managed by the Service from the Service and then deleting the Customer's user account in the Service as self-service through the Portal. In the role of a User, the Customer may terminate the agreement on the Service by deleting the Customer's user account in the Service as self-service through the Portal.

Telia can remove the Customer's credentials 1) for a customer acting in the role of the Owner if the customer no longer has services managed through the Service and 2) for a customer acting in the role of a user if the customer no longer has active configured user roles in the Service. If the customer has not provided marketing authorisations or bans to Telia, the customer's credentials may then be removed when the customer has not logged into the Service for six (6) months. If the customer has provided marketing authorisations or bans to Telia, the customer's credentials may then be removed when

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the customer has not logged into the Service for three (3) years, unless the customer request data deletion earlier. Automatic removal will be communicated to the customer within a reasonable time before the removal.

Instead of deleting the data, we can also anonymise it so that it can no longer be associated with you. No retention period restrictions apply to anonymised data.

In other respects, we store personal data as indicated in the Privacy Notice.

How can you exercise your rights and contact us?

To request an extract from our data file regarding your personal data processed in the Service, write to telia-tili@teliacompany.com. The request must be sent from the e-mail address with which you are registered for the Service. You can administer your data and settings in the Service, and you can file a request for removing the Service by contacting Telia's customer care. Contact details can be found at <https://www.telia.fi/asiakastuki/yhteystiedot>.

You can also get more information from Telia's customer care, by calling 020 690 400 or at Telia Kauppa shops.

You can send any questions related to the processing of personal data or the Privacy Policy to the addresses below.

Controller

Telia Finland Oyj

Pasilan asema-aukio 1, Helsinki
P. O. Box 106, 00051 TELIA
Business ID 1475607-9

Nationwide main number 020401 (from abroad: +358 20401)

Data Protection Officer: tietosuoja-telia@teliacompany.com

Customer care and telephone 020 690 400

Complaints related to the processing of personal data and requests related to the exercise of rights:

Telia Finland Oyj
Customer care
P.O. Box 0400
FI-65101 Vaasa

If you think that Telia has acted contrary to the Privacy Policy or the valid legislation, you are entitled to file a complaint about the matter. You can also file a complaint with the Office of the Data Protection Ombudsman, who monitors the lawfulness of the processing of personal data in Finland.

Telia is committed to conducting responsible and sustainable business. If you suspect that Telia has acted contrary to the legislation or the Privacy Notice, you can also report the matter confidentially through Telia Company's Speak-Up Line (so-called whistleblowing system) at <https://secure.ethicspoint.eu/domain/media/en/gui/101615/index.html>.

Changes to the Privacy Policy

The development of our operations, services and products may require changes to this Privacy Policy. You can find an up-to-date version on our website and in the Service. We will notify you of any significant changes through the service and by posting an updated Privacy Policy on our website.