

Privacy Policy

The Oilon Group takes care of your online privacy protection

This privacy policy explains how the Oilon Group (hereafter “Oilon”) collects, processes and uses data you share with us while using our website. All personal data you provide us with is protected under EU GDPR (General Data Protection Regulation, (EU) 2016/679) and Finnish privacy laws.

Topics:

- What data do we collect about you?
- How will we use your personal data?
- Cookies
- Other websites
- How we protect your personal data
- Your rights under GDPR
- Data retention
- Acceptance of these conditions
- Changes to our privacy policy
- How to contact us
- Privacy policy, terms and conditions of use and sale

What data do we collect about you?

a) Personally identifiable data: We collect your personal data when you register with us or place an order for products. We also collect personal data when you voluntarily complete customer surveys, provide feedback, participate in a quiz or similar. You decide, whether you want to provide your personal data for registration, a quiz or similar. We may ask you to provide your company name, full name, e-mail address, phone number and postal address.

b) Non-personally identifiable data: When you visit our website, we record your IP address (i.e. your computer’s internet address, not your e-mail address) and other anonymous general usage data to evaluate which parts of our website are being visited and for how long. The collected data is combined with other usage data of all our website visitors in order to determine the number of visitors, individual pages visited etc. The collected data is used only for internal purposes. We use collected data to evaluate our products and services, as well as to measure the use of our site and in general to improve its content.

How will we use your personal data?

We store and process your personal data only to the extent that is, according to Article 6 GDPR, necessary to fulfil the existing contractual and legal obligations between us, such as providing you with the products you ordered, internal record keeping or similar.

If in addition we want to use your data to, for example alert you of current offers, we separately ask for your permission. Once given, this permission can be cancelled at any time. You can send the cancellation through the webshop or send us an email (see “how to contact us” below). Upon receipt of the termination we will immediately stop using your data for marketing purposes. Please note that the cancellation process might take a few days after the receipt of the cancellation notice.

Certain transactions require us to share personal data with third parties. If necessary, Oilon communicates your data to third parties, who are involved in the commissioning or processing of your order. For example, if you make your order through our webshop, we will provide your order address information to our partner companies who deliver the products to you. Personal data is provided only to the extent that it is required for order processing and delivery.

We may share personal information under contract with third-party service providers who provide support for certain parts of Oilon’s network operations, for example website support, secure data

storage and other similar services. We provide personal data to third parties also in the event that the law requires us to do so.

We do not sell your personal data to third parties or market it elsewhere!

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity (see above "Non-personally identifiable data"). You can set your browser not to accept cookies, however in a few cases some of our website features may not function as a result.

Other websites

This privacy policy applies to all our direct internet services that are available on www.oilon.com. It is no longer valid when you leave our web portal (direct internet services) and go through any of the links to another website, which we have no control over.

Third-party advertisements or links to other websites which are displayed on our website might collect user data if you click on them or otherwise follow their instructions. We do not control information that is collected through other websites or third-party advertisements on a voluntary or involuntary basis. We recommend you to read the privacy policies of those websites, if you have any doubts regarding data collection and use.

How we protect your personal data

Oilon is committed to ensuring that your personal data is secure. Your personal data will be carefully protected from loss, destruction, forgery, manipulation, unauthorized access and unauthorized disclosure. All customer data is secured and safeguarded with suitable physical, electronic and managerial procedures.

Oilon strives in every way possible and in accordance with current technologies and laws to protect your privacy and data. No method of transmission over the internet or method of electronic storage is 100% secure, however. Therefore we cannot guarantee the absolute security of your data.

We urge you to protect your personal data by available means when surfing the internet. We recommend you to choose a safe password, to change your password at regular intervals, and to make sure that you are using a secure web browser.

Your rights under GDPR

You have the following rights under the GDPR with respect to your Personal Data:

- To request a copy of your Personal Data which Oilon holds about you;
- To have your Personal Data corrected;
- To request your Personal Data is erased where it is no longer necessary for Oilon to retain such Data;
- To request to have your Personal Data transferred to yourself or to another business in certain circumstances;
- To object to or restrict further processing, where there is a dispute in relation to the accuracy or processing of your Personal Data;
- To lodge a complaint with the Office of the Data Protection Ombudsman (in Finland called Tietosuojavaltutetun toimisto) in case of an infringement of your rights under GDPR.

Data retention

We retain your personal data as long as your user account is active or for a limited period of time as long as we need it to fulfil the purposes for which we have initially collected it, unless otherwise required by law.

Acceptance of these Conditions

We assume that all visitors of our website, respondents to surveys, quizzes etc. and users of Oilon's webshop have carefully read this document and agree to its contents. If you do not agree with this privacy policy, please refrain from using our website and platform.

Changes to our privacy policy

We keep our privacy policy under regular review; all changes are displayed on our website. Continued use of Oilon's website and webshop after having been informed of any such changes to these conditions implies acceptance of the revised privacy policy. This privacy policy was last updated on 21.05.2018.

How to contact us

If you have any questions, comments or if you feel the need for further information regarding our privacy policy and the use of your personal data, please contact us:

- datasecurity@oilon.com
- Metsä-Pietilänkatu 1, P.O. Box 5, FI-15800 Lahti, Finland

Privacy policy, terms and conditions of use

This privacy policy is an integral part of Oilon's website's general terms and [conditions of use](#).

Together, they regulate the use of our website. We advise our website users to read these terms and conditions.

Oilon EasyAce data privacy policy: Additions to Oilon general data policy

Some Oilon products may automatically collect product data. Product data is typically linked to a product serial number or other identification method and can therefore be indirectly traced back to the end-user. Product data may include mobile application data or physical product data. Product data may include:

- Installation information (installation company, installation site, installation site photos)
- System settings and status (temperature settings, device status)
- Environmental data (room temperature, outdoor temperature)
- Technical measurement and performance data (temperature and pressure data, operating hours and power)
- Details of product use (historical data)
- Network connection data (IP-address, online status) and
- Data received from third party operators and systems (such as building management system data, external measurements).

Mobile application data may include data sent to a third party application developer.

The collection and use of product data may be required for

- Engineers and software developers to diagnose and correct defects in products
- Oilon's product development
- Managing Oilon's warranty commitments and
- Meeting requirements in accordance with legislation.