



## Fly To Lapland privacy policy

This description is adherent to the EU General Data Protection Regulation (GDPR) (EU 2016/679). Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your Personally Identifiable Information in accordance with our website and services. The basis for Fly to Lapland is to provide round trip travel packages in Finland and other countries. The travel tour activities, accommodations and services for vacation are provided by named subcontractors. These services are chargeable. All the FlyToLapland subcontractors are responsible for their own GDPR.

### Register information

Register name: FlyToLapland customer register  
Register keeper: FlyToLapland Oy vat nr: 11111116  
Contact information: Tapani Tohka, Valtakatu 9 A9, 96100 Rovaniemi, Finland  
[tapani.tohka@flytolapland.com](mailto:tapani.tohka@flytolapland.com).

### What personal information do we collect?

We may use the information we collect from you when you register, make a purchase, sign up for our newsletter, respond to a survey or marketing communication, surf the website, use the FlyToLapland APP or use certain other site features:

Origin of the information	Information	Use of the information
<a href="http://www.flytolapland.com">www.flytolapland.com</a> information channel	Name, company, e-mail, phone number	Contacting clients for further information
Webstores for trips	Name, address, age group, e-mail, phone number	Trip reservations and payments
Webstore for products and souvenirs	Name, address, age group, e-mail, phone number	Offering products and payments
FlyToLapland APP	Name, e-mail address	Information for trip participants

All transactions are processed through a gateway provider and are not stored or processed on our servers. Fly To Lapland does not register customer or prospect bank or credit card information.

### How do we protect your information?

Our website is scanned on a regular basis for security holes and known vulnerabilities in order to make your visit to our site as safe as possible.

### We use regular Malware Scanning.

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology. We implement a variety of security measures when a user enters, submits, or accesses their information to maintain the safety of your personal information.

### Do we use 'cookies'?

We do not use cookies for tracking purposes. You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings.



### **Third-party disclosure**

We do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable Information. The information is transferred to the named service providers of your trip (hotels, safari-, and transfer providers).

No information is given or provided outside these registers or used into any other usage except the ones mentioned here unless demanded by the law. No information is transformed outside EU or ETA.

### **The Information Storage and Safe-Keeping**

The data collected is kept stored only the time needed and no information is kept longer than necessary or until the registrant (customer or prospect) unsubscribes. Registrant can also request for information removal by contacting Register Keeper (information above).

Safe-Keeping, Digital:

- MailChimp protection activities
- only Register Keeper can access information
- strong passwords in use
- all possible data violations will be recorded and reported.

Safe-Keeping, Manual (only passenger card register):

- locked storage
- safe deletion after one year's storage.

### **Inspection Right**

The registrant (customer and prospect) has right to inspect the data collected about himself or herself. The inspection requests are to be indicated for the Register Keeper (contact information above).

### **Correction and Complain Right**

Register Keeper corrects, updates or removes information if it is out-dated, unnecessary or asked by registrant. The registrant (Customer or Prospect) has a right to ask for correction and removal of his or her own information by written rectification request by mail or by email to Register Keeper (contact information above).

The registrant has also right to make a complaint to supervising authorities, in Finland Data Protection Ombudsman, contact information here; <https://tietosuoja.fi/en/private-persons>. It is strongly recommended, though, first to contact the Register Keeper (contact information above).