

FINNAIR HEALTH SERVICES**BOOKING DATA PROTECTION STATEMENT****1 DATA CONTROLLER**

Finnair Health Services, the healthcare unit of Finnair Plc.

2 CONTACT INFORMATION IN MATTERS RELATING TO DATA PROTECTION AND THE DATA PROTECTION OFFICER

Finnair Health Services

Tel. +358 9 818 4831

terveyspalvelut@finnair.com

The Data Protection Officer of Finnair Group: privacy@finnair.com or PO Box 15, 01053 FINNAIR, FINLAND.

3 YOUR PERSONAL DATA AND RIGHTS**3.1 EXERCISING YOUR RIGHTS**

If the data subject has questions about the processing of their personal data or wants to exercise their rights, they should contact: Finnair Health Services terveyspalvelut@finnair.com Tel. +358 9 818 4831.

If necessary, the data subject may be asked to specify the request in writing. You will receive a confirmation from us about the steps we have taken following your request. We will also inform you if we are unable to fulfil your request and let you know the reason for our decision. You can make a request concerning personal data for free once every six months. We may charge a reasonable fee for requests exceeding this limit to cover administrative expenses. We reserve the right to discard unreasonably frequent or broad or clearly unjustifiable requests.

3.2 RIGHT OF ACCESS BY THE DATA SUBJECT

You have the right to be informed about the processing of your personal data and the right to access your personal data. We will provide you with a copy of the data unless we have a legitimate reason not to share this information with you, such as when disclosing the data would seriously violate your rights or the rights of others. The request for access must be submitted in the form of a signed letter or in person to the data controller. The requests should be addressed to: Finnair Health Services, Karhumäenkuja 2, 01053 FINNAIR or electronically terveyspalvelut@finnair.com

3.3 RIGHT TO REQUEST THE RECTIFICATION OR ERASURE OF PERSONAL DATA OR THE RESTRICTION OF PROCESSING

The data controller must, either proactively or at the request of the data subject, rectify, erase or complete the personal data in the data file that is, for the purposes of processing, inaccurate, unnecessary, incomplete or out-of-date without undue delay. The request for rectification must be submitted in writing to the address above and must be sufficiently detailed. The data subject also has the right to request the restriction of the processing of their personal data from the data controller, for example in situations where the data subject is waiting for a response to a request for the rectification or erasure of their personal data. The data subject can request the erasure of their data at any time. Requests for the erasure of data are performed within the limits allowed by law.

3.4 RIGHT TO WITHDRAW CONSENT

You have the right to change your mind and withdraw the consent you have given to us earlier. Should you withdraw your consent, your personal data can no longer be processed.

3.5 RIGHT TO LODGE A COMPLAINT WITH A SUPERVISORY AUTHORITY

You may contact the competent data protection authority and lodge a complaint if you think we have not processed your personal data appropriately.

4 PURPOSE AND LEGAL BASIS FOR DATA PROCESSING

The basis for personal data processing lies in the customer relationship between the customer and Finnair Health Services, the law or another connection.

The information you provide will be processed for the execution of the requested services, including making bookings, changes to bookings and customer recognition. We may process your information to send you customer communications about the customer relationship, customer care and developments relating to these. We process your personal information as a part of the background processes required of our business, when making sure that services and bookings are performed according to the law and our business practices. These processes include the control of fake bookings.

5 INFORMATION CONTENT PROCESSING AND LENGTH OF STORAGE

The following customer information will be saved and processed by Finnair Health Services:

- basic information (such as name, date of birth, identification number, passport or other travel document information)
- contact details (such as email, phone number, address)
- possible data related to the booking
- additional information given on booking services.

We regularly review the necessity of the personal data in relation to its usage purposes, and if we can see that the data will not be required for usage purposes and the law does not require us to store this data, the personal data will be removed.

6 REGULATED SOURCES OF INFORMATION

All personal data will be stored primarily according to the information provided by the customer or by the person who made the booking.

7 REGULATED DISCLOSURE OF DATA

Personal data may be disclosed to third parties that are involved in the provision of the service, such as the customer booking data to the provider of that service, such as the laboratory.

8 PRINCIPLES OF REGISTER PROTECTION

We have taken the appropriate technical and organisational measures in order to protect your personal data, to secure its availability and to prevent its unauthorised use. In practice, this means that your personal data is protected as required by its sensitive nature and the related risks. Access to personal data is limited to those who need the data and who have access rights to the systems, and the processing of personal data is monitored. Accessing electronic data requires the user ID and password of an employee, practitioner or partner who has been granted access rights to the data. Our personnel are continuously trained to comply with the privacy legislation and the applicable practices and instructions.

We protect your personal data according to legislative requirements in all cases. In case of a security breach, we will inform you as required by the privacy legislation.

You can improve your own data security by refraining from sharing your personal information with others. Do not send us copies of, for example, your ID card, your health information or other personal data via unsecured email.

Information will not be disclosed outside the European Union.