

PRIVACY POLICY

Created: 9.4.2025

Author: Kokkolan Picante Oy / Hickarö Resort

1. Data Controller

Name: Kokkolan Picante Oy

Business ID: 2153617-0

Contact Person: Sanna Rönnkvist

Address: Rantatie 263, 67800 KOKKOLA

Phone: 010 731 8770

Email: hickaro@hickaroresort.fi

2. Register Name

Kokkolan Picante Oy / Hickarö Resort's customer register

3. Purpose of the Register

The purpose of the register is to identify users of the booking service, book facilities, and convey messages related to bookings. With the user's consent, the data may also be used for marketing communications.

4. Register Data

The register stores the data provided by the user when ordering or booking:

- First and last name
- Email address
- Phone number
- Postal address
- Any order details

The data is stored for the duration of the customer relationship and in accordance with applicable legislation.

5. Regular Sources of Information

Personal data is obtained from the registered person themselves, for example:

- Booking and contact forms
- Emails and phone calls
- Promotional events
- Use of services and customer events

6. Regular Disclosures of Data

Personal data may be disclosed to authorities if permitted or required by law. Data is not disclosed outside the EU or EEA. The data controller may publish the user's data only if the user has given explicit consent.

7. Rights of the Data Subject

The data subject has the right to:

- Review their own data
- Request correction or deletion of data
- Restrict the processing of data
- Object to the use of data for direct marketing

8. Right to Lodge a Complaint with the Supervisory Authority

The data subject has the right to lodge a complaint with the Data Protection Ombudsman if they believe that personal data has been processed unlawfully.

9. Contacts and Handling of Requests

For questions about data protection or exercising the data subject's rights, requests should be directed in writing (via email or post) to the contact person of the data controller. To verify identity, the data controller may request a signed request and/or presentation of an official identity document.