

Description of the file Personal Act (523/1999) section 10

1. Controller	Name: Tieto Corporation
	Contact information (address, tel., etc.) Tieto Corporation , Aku Korhosen tie 2-6, P.O. Box 38, FI-00441 Helsinki, Finland Phone: +358 207 2010 Fax: +358 20 726 8898
2. The person in charge and/or contact person	Name: Carita Caselius
	Contact information (address, tel., etc.) Tieto Corporation , Aku Korhosen tie 2-6 FI-00440 Helsinki Finland Mail: carita.caselius@tieto.com
3. Name of the register	Tieto customer relationship management register
4. The purpose for processing the personal data / the purpose for the use of a register	<p>Personal data is processed for the purpose of customer relationship management, handling contact requests and for invoicing.</p> <p>Personal data will be used for the following purposes:</p> <ul style="list-style-type: none"> • to implement, develop and maintain services selected by the customer • to manage customer relationships, including <ul style="list-style-type: none"> ○ sales and marketing ○ customer communications ○ customer support ○ customer relationship management and other similar activities to enhance Tieto's operations and marketing of its services • to meet the operational needs of Tieto's business, such as <ul style="list-style-type: none"> ○ implementation of service processes (sales and delivery) ○ invoicing ○ reporting • to plan and develop Tieto's business operations • to communicate on Tieto's services, enhance sales and conduct market research • to communicate on services to Tieto's contract-based e-business

	partners and to advertise based on service contracts
5. Content of the register	<p>Tieto's customer contact database contains the following information (obligatory information bolded):</p> <ul style="list-style-type: none"> • contact personal information (gender, first name and last name) • contact at customer's organization <ul style="list-style-type: none"> ○ contact details (email, mobile, telephone) ○ job details (job title) ○ role classifications (decision maker, top manager, main user, extranet contact) ○ contact preferences (phone/email/mail restrictions)
6. Regular sources of information	<p>Personal data is:</p> <ul style="list-style-type: none"> • volunteered to Tieto by data subjects • sourced by Tieto's marketing functions using bought contact data from third party service providers • sourced by Tieto's employees
7. Regular destinations of disclosed data and whether the data is transferred to countries outside the European Union or the European Economic Area	<p>The data may be transferred within the Tieto group of companies. Third party service providers may be used to process personal data on behalf of Tieto group of companies.</p> <p>Transfers are conducted in accordance with the Finnish Data Protection Act and the EC Data Protection Directive. Basis for the transfer are the EC Commission approved model clauses.</p> <p>All Tieto companies are bound by and required to follow the global Tieto group level Privacy Policy.</p>
8. The principles how the data file/register is secured	<p>Data register/ADP register (principles for the right to use a register, monitoring of the use and actual protection of hardware)</p> <p>Technical and organizational security arrangements are in place to protect any unauthorized access to personal data in accordance with the data controller's security policy. All computer equipments and terminals are protected with passwords. The information systems' users have a right to access to only such files, data, media, systems, areas of the data communications network and other resources they are entitled to use due to their work assignments. The information system's users are provided with appropriate training and are bound by confidentiality obligations.</p> <p>The security arrangements are applied also to registers of the third party service providers.</p>