

Description of Data Processing at Mandatum Life Services Ltd regarding the members of personnel funds

### **Contact Information for the Data Processor**

If you have questions about data protection, we ask that you primarily contact [the customer service of Mandatum Life](#). You can reach the data protection officer of Mandatum Life at [dpo@mandatumlife.fi](mailto:dpo@mandatumlife.fi).

### **The Purposes for the Processing of Personal Data**

The purpose of the data processing is to provide services for personnel funds, to manage the service business and customer service and to produce statistical information on behalf of each data controller.

Each fund is the data controller and Mandatum Life Services Ltd is the data processor. The processing of personal data is based on a service contract with Mandatum Life Services Ltd.

### **Categories of Data Subjects**

- Members of the funds serviced by Mandatum Life Services Ltd.

### **Retention Periods of Personal Data**

Member data is stored according to the statutes of limitations regarding employment, unless agreed otherwise with the fund acting as the data controller. Call recordings are stored for 10 years. Information related to taxation, accounting and reporting obligations is stored for 6 years after each fiscal year.

### **Categories of Personal Data**

Information on the members, for example:

- Name
- Identity number
- Language
- Address
- Phone number
- E-mail address

Information on the pension scheme, for example:

- Employment information
- Fund membership information
- Reason for the end of the membership
- Funding notices
- Taxation information



Information on the member-specific fund shares, for example:

- Fund shares
- Changes in fund shares
- Granted rewards
- Dates of value determination

Contact information, for example:

- Online messaging and letters
- Information on online service use
- Call recordings

### **Rights of the Data Subject**

You have the right to access your personal data, the right to rectification, and depending on the conditions, the right to erasure, the right to the restriction of processing, the right to object to the processing, the right to data portability, and the right to lodge a complaint to the data protection authorities. Each fund is the data controller. Mandatum Life Services Ltd is the data processor. Some data controllers have authorized Mandatum Life to implement the rights of the data subjects on their behalf. You can contact [the customer service of Mandatum Life](#), your own personnel fund or your employer for more details. You can also read more about your rights in [the privacy policy of Mandatum Life](#).

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