



PRIVACY POLICY

This is the Privacy Statement required by data protection legislation, for the private data register regarding customers and potential customers.

Register holder:

Game Grit
Company registration number: 2774980-4
Humalistonkatu 10 a 45
20100 Turku
Finland

Contact person for data protection matters:

Mirjam Wallin
info@gamegrit.fi
mobile: +358 (0) 44 5933 125

Name of the register: Game Grit Customer Register.

The register holder offers **coaching services**.

The client is at the heart of everything we do. It is extremely important to us that you can trust how we handle the personal information you share with us. We process personal data in accordance with valid legislation and the code of ethics of our profession. The purpose of this privacy statement is to inform our customers what personal data we collect, how such data is used and protected, and what rights you have regarding your data.

Your personal data is always safe with us, and you always get to decide what information you share with us when you use our coaching services. Your coach is the only one who has access to your personal data.

What kind of information do we have and how do we get it?

We only keep information about you that you share with us when contacting us, when becoming a client, during coaching sessions or through other communication during the coaching process. You can choose what information you provide us with. We do require some contact information for billing purposes when making a coaching contract.

The customer register therefore consist of the **contact information** provided by the customer or the organization (name, telephone, address, email address, organization or its representative, possible social security number/ company registration number, job function/role in the organization), **public information** on the websites of the client organizations (e.g. online billing address), other information collected with the **consent of participants** and clients, information related to the **coaching contract** (timetable and other contents of the contract), and Game Grit's coach's **notes from sessions**. Data of **potential customers** who have contacted us may also be stored in the register.

Due to the nature of the coaching, the client may also share **other personal information** about their life during sessions, or by filling out questionnaires or when contacting the coach by phone. The working notes of the coaching process are stored both electronically and in hard copy, and both are strictly protected and cannot be accessed by outsiders. Notes are saved to enable quality coaching in long-term coaching processes.

We do not collect or store personal information about children **under the age of 15** without the consent of their parents or guardians.

How do we use your data and why?

We only use your information based on our customer relationship and based on your consent. Listed below are the different situations in which we use or need your information:

- Execution of the contract with the customer
- Customer communication, customer service, customer relationship management
- Implementation related to contact requests
- Customer relationship maintenance
- Service implementation, statistics, analysis, planning and development
- Direct marketing of Game Grit's services
- Invoicing and collection of payments

The information in the register is not used for purposes other than those mentioned above.





Data protection

We always strive to ensure that your data is safe. We delete your data safely when the customer relationship ends, or when we consider that we no longer need it. Your personal information (both in electronic and paper form) is protected by appropriate devices and measures made possible by information security programs. Outsiders have no access to it.

Game Grit protects all customer data and its customers' business secrets based on the industry's code of ethics and good practices. In Game Grit's coaching contracts' terms and conditions, there is a promise of confidentiality and compliance with data protection.

Who do we share your information with?

We will not disclose your information to anyone without your permission. However, in extreme cases, information may be disclosed to the authorities in order to comply with the requirements of the legislation. Data is not transferred outside the EU or EEA.

Anonymous information:

We may share general information about typical coaching clients or topics to third parties, for example on social media, in such a way that the information is completely anonymized and it is not possible to identify an individual person. Such information is not considered personal information, as the customer cannot be identified from it.

Your rights

You have the right to choose whether we can store your data in our private register. The collection of your data is based on your consent, and you have the right to withdraw your consent at any time. You also have the right to know what information we keep about you. If you wish, we will electronically deliver a copy of the information we have stored about you. You have the right to request that incorrect information be corrected or, if necessary, that information be deleted. You can send a request regarding the aforementioned matters to the address info@gamegrit.fi. We may charge a reasonable fee based on administrative costs for processing requests.

Our operations do not include automatic decision-making.

You have the right to file a complaint with the competent supervisory authority if you consider that the processing of your personal data has violated your rights based on data protection legislation and especially the Data Protection Regulation.

Contact us

If you have any questions about how we handle your data, please contact us. If we make changes to our privacy practices, we will notify you. If necessary, we also ask for your consent.

This Privacy Statement has been updated on August 28, 2022.

