



Privacy Policy

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1. General

NMC Cellfoam Oy is committed to protecting the privacy of its customers, suppliers and other contract persons, and offers the possibility to influence the way the information is processed.

With this Privacy Policy we inform our external partners about the processing of their personal data. In order to do business with NMC Cellfoam Oy, the customer must accept the terms of this Privacy Policy.

2. Data controller and contact information

The data controller of the personal data processed is:

NMC Cellfoam Oy (Business ID: 0203965-4)
Eturuskonkatu 2
33720 Tampere

For more information on data protection and the processing of personal data, please email:
sales@cellfoam.fi

3. What data is collected

- Information provided by the person themselves, or by a party authorized by their organization
 - Identifying information, such as name
 - Contact information such as address, email address, and phone number
 - Payment information, including credit arrangements and other billing information
 - Information related to the products ordered, such as dimensions or other physical properties
- Information gathered from the use of services
 - Purchase history, including the products ordered and their prices
 - Delivery details, such as the delivery method chosen and the delivery address

The primary source of information is the data provided by the person themselves, in addition to which we may receive additional information from our partners, such as material suppliers and the credit service provider.

4. What is my data used for

Personal data is used for

- Maintaining the relationship with the customer
- Delivery, processing and archiving of orders
- Ensuring the quality and correctness of the products ordered
- Improving the operations and services of NMC Cellfoam Oy
- Providing better customer service
- Improving the customer experience
- Statistical purposes

The data is processed based on the business relationship between the partner and NMC Cellfoam Oy, a contract, the use of the website, the customer's separate and explicit consent or legal obligations.

5. How the data is protected and stored

All personal data is protected against unauthorized access and accidental or illegal deletion, alteration, disclosure, transmission, or other unlawful forms of data processing.

NMC Cellfoam Oy stores the personal data in Finland. The servers and the technical information security of the systems comply with good information security practices. The servers are protected against data breaches and denial of service attacks.

We adhere to good data protection practices in processing personal data and in our technical solutions. All access to personal data is controlled in accordance with good practices.

6. Who processes the data

Only the employees of NMC cellfoam Oy have access to the customer information and the personnel have been instructed to use the data in a secure manner.

We use trusted contractual partners, with whom the data may be transferred to a third party. The requirements of the EU General Data Protection Regulation and other legislation have been taken into account in all contracts with our partners.

7. Data retention

We will retain your personal data only for the time necessary to fulfil the purposes described in this Privacy Notice. In addition, some personal information may be retained longer to the extent necessary to fulfil the legal requirements concerning, for example, accountancy and consumer trade, and to demonstrate their due implementation.

At the person's request, the personal data concerning them can be deleted from the systems of NMC Cellfoam Oy. The deletion is irreversible, and we cannot restore deleted customer accounts.

Some personal data are subject to legal obligations for them to be stored for longer periods, for example for the following purposes:

- Creating adequate backup copies of the commercial databases and systems to secure data, correct errors and ensure security and continuity
- The accountancy law defines longer detention periods for data, regardless of whether the material contains personal data or not
- Fulfilling the responsibilities concerning consumer trade
- Log information of the systems is collected and stored as required by law to provide legal and safe online store for our customers

8. Person's rights

A person has the right to:

- Gain access to the personal data concerning you, including the right to obtain a copy of your personal data
- Request correction or deletion of personal data concerning you
- Under certain conditions, request limiting of or object to the processing of personal data

In addition, if data processing is based on separate consent, the person has the possibility to withdraw their consent. However, this does not affect the legality of the processing that took place before the withdrawal of the consent. The person can change their consent by contacting us at sales@cellfoam.fi. The request must be sufficiently specific to allow our customer service to verify the identity of the person requesting the withdrawal. We will notify the person, if we are unable to comply with some parts their request, for example deleting all data which we are legally obliged or entitled to store (such as credit data).

If the person finds that the processing is incomplete or unlawful, they have the right to file a complaint with the data protection authority.

9. How to access the data stored in the system

Anyone can request to view the personal data concerning themselves stored in the systems of NMC Cellfoam Oy, by contacting us by email at:
sales@cellfoam.fi

10. Influencing the use of data

NMC Cellfoam Oy is committed to providing people with possibilities to influence the way their personal data is processed. A person can decide about targeted marketing and can choose not to receive various marketing messages. They can also stop doing business with NMC Cellfoam Oy at any time and ask NMC Cellfoam Oy to delete their personal data by contacting our customer service.

In some cases, all data cannot be erased, and legislation may require the retention of some data related to the person.

11. Disclosure of data to third parties

We may disclose some necessary data to third parties to ensure correct and high-quality deliveries, as well as for marketing purposes.

When necessary, we will also disclose data to the authorities. We will always inform the person concerned about the requests for data, if permitted by law.

We disclose data to the following third parties:

- To the transport company, if transport to a pick-up point, to a nearest post office, or to the destination is chosen as the delivery method
- To the company providing invoicing services
- To material suppliers
- To the collection agency, when the invoices fall due and are passed on for collection

NMC Cellfoam Oy ensures a high level of data security and protection when transferring and processing data, in accordance with the EU Data Protection Regulation. A person may limit the disclosure of their data for marketing and analytical purposes.

12. Changes to the Privacy Policy

We reserve the right to make changes to this Privacy Policy due to developments in our services and changes in legislation. Significant changes to the Privacy Policy will be communicated to registered persons when the terms are updated.

13. Contact us

For questions regarding privacy, data processing, and the Privacy Policy, you can contact us by email:

sales@cellfoam.fi