

DATA PROTECTION

Forus Heakord OÜ

The information of Forus Heakord OÜ on processing personal data

Processing of personal data

Personal data; purpose and legal basis of data processing

Personal data is any information related to a person, such as name, personal identification code, email, phone number, and other data related to a specific person.

Forus Heakord provides maintenance and other related services, and among other things, uses personal data for this purpose.

Forus Heakord uses personal data primarily for the direct purpose of providing a service, as well as for market research, direct marketing, service development, and quality assurance.

The main legal basis for the processing of personal data is a service agreement between Forus Heakord and a customer, as well as grounds stipulated by law or the consent of a customer. The use of personal data may also be based on the legitimate interest of Forus Heakord or another person, of which we inform the customer separately.

Forus Heakord does not use personal data to make automated decisions if this leads to the restriction of the rights of the customer (e.g. a negative decision).

Forus Heakord may use cookies on its website by posting a respective notice on its website and asking for your consent.

Sources of personal data

Forus Heakord uses personal data for the provision of maintenance and related additional services and, for this purpose, generally receives the data from its contractual partner, i.e. a customer, during the performance of the contract. If it is not possible to obtain the data necessary for the performance of the contract from the customer, the quality of service may suffer or the service may become more costly or otherwise unfavourable to the customer.

In addition to the data received from customers, we may, as an exception, receive data from other persons. For example, when signing a service agreement, we may request data from the service provider that manages creditworthiness and payment default information to verify the solvency of a customer. We also receive personal data from public registers.

Disclosure of personal data

Forus Heakord protects the confidentiality of personal data and does not generally transfer personal data to any other person (a processor). As an exception, Forus Heakord provides personal data to a processor if it is necessary for the performance of a contract signed with a customer and the customer has given their consent or another legal basis exists. Forus Heakord transfers personal data to the processor under an agreement whereby the processor undertakes to protect the confidentiality of the personal data and to use it only for the purposes specified in the agreement. Forus Heakord may use processors and provide them with personal data in the provision of its services:

- to store personal data received during the performance of the agreement (server service);
- for the operation of ICT services (IT partners);
- for advertising and marketing purposes related to services (mail marketing services);
- to recover debts (collection companies, default registers).

Forus Heakord does not transfer personal data to a third country outside the European Union and the European Economic Area, which does not have an adequate level of protection of personal data.

Storage of personal data

Forus Heakord stores personal data until the purpose for the use of the data has been fulfilled. If personal data is no longer necessary for fulfilling the purpose, we will delete it. If the data relates to a legal relationship arising out of a contract or law, we may store the data for as long as it is necessary to file or defend our legal claim.

Rights:

In accordance with the General Data Protection Regulation (EU) 2016/679 (GDPR), a person has the following rights:

- a) to access their personal data and request that inaccurate data be corrected;
- b) to request the erasure or restriction of processing of personal data;
- c) to require the transfer of personal data;
- d) to object to the processing of personal data;
- e) to require not to be subject to a decision based solely on automated processing;
- f) to withdraw consent for the processing of personal data at any time;
- g) to submit a complaint regarding the processing of personal data to a data protection authority and courts.

Forus Heakord responds to inquiries regarding personal data when acting as a controller of personal data. When responding to inquiries, Forus Heakord complies with the provisions of the General Data Protection Regulation and other legislative acts.

Additional information

If you have any further questions regarding personal data, please email these to forus@forus.ee.