

Effective Date: 31.3.2025

Enerz Oy (hereinafter referred to as "company," "we," "us") is committed to protecting the privacy of our customers and website users and complying with applicable data protection and security laws. This privacy policy describes how we process personal data on our website **enerz.com**.

1. Data Controller

Enerz Oy

Business ID: 2951162-1

Address: Linnankatu 34, 20100 Turku, Finland

Email: info@enerz.fi

Phone: +358 40 018 8427

2. Personal Data Processed

We process the following personal data collected through our website:

2.1 Data collected through forms:

- Name
- Email address
- Phone number (optional)
- Message content

2.2 Data collected through cookies and analytics:

- IP address
- Browser type and version
- Operating system
- Location data (general level, e.g., city)
- User activity on the website (e.g., visit duration, viewed pages, clicks)

2.3 Third-party content:

- Embedded YouTube videos may collect user data, such as IP addresses and browser information. User interactions with YouTube videos are subject to Google's privacy policy.

3. Purposes and Legal Bases of Processing

3.1 Contact forms

Personal data collected via forms is processed for the following purposes:

- Responding to inquiries and processing service requests
- Maintaining customer relationships

Legal basis: The processing of personal data is based on the user's consent when submitting a message through the form.

3.2 Analytics and cookies

Data collected through Google Analytics is used to improve the user experience and analyze website performance.

Legal basis: User consent for the use of cookies.

3.3 YouTube videos

Embedded YouTube videos may allow Google to collect information about user activity. Google acts as an independent data controller, and data processing is subject to Google's privacy policy.

Legal basis: User consent.

4. Data Retention

Personal data is retained only as long as necessary for the purposes described in this privacy policy or as required by law.

- Form data: Retained as long as necessary to process the inquiry or maintain the customer relationship.
- Analytics data: Retained according to Google's defined retention periods.

5. Data Disclosure and Transfers

We do not disclose users' personal data to third parties without user consent, except in the following cases:

- As required by law (e.g., official requests from authorities).
- To service providers processing data on our behalf (e.g., website maintenance or analytics services). In such cases, we ensure through contracts that data protection requirements are met.

Regarding YouTube videos, data may be transferred to Google, which acts as an independent data controller.

6. User Rights

Users have the following rights regarding their personal data:

- **Right of access:** Users can request a copy of their personal data.
- **Right to rectification:** Users can request the correction of inaccurate or incomplete data.
- **Right to erasure:** Users can request the deletion of their data unless there is a legal basis for retention.
- **Right to restriction of processing:** Users can request a restriction on data processing in certain situations.
- **Right to object to processing:** Users can object to data processing based on legitimate interest.
- **Right to withdraw consent:** Users can withdraw their consent at any time (e.g., regarding cookies).
- **Right to lodge a complaint with a supervisory authority:** Users can file a complaint with the Data Protection Ombudsman if they believe their privacy rights have been violated.

Requests regarding these rights can be sent to info@enerz.fi.

7. Cookies

Our website uses cookies, which are small files stored on the user's device. Cookies are used to collect information such as:

- Website usage and analysis (Google Analytics).
- Improving website functionality.

Users can manage cookies in their browser settings and disable them if desired.

8. Third-Party Services

Our website uses third-party services, including:

- **Google Analytics:** Used for website usage analysis. Google Analytics' privacy policy is available at: <https://policies.google.com/privacy>.

- **YouTube videos:** Embedded videos are managed by Google and may collect data such as IP addresses. More information on Google's privacy policy: <https://policies.google.com/privacy>.

9. Changes to the Privacy Policy

We reserve the right to update this privacy policy as necessary. Changes will be published on this page and take effect immediately upon publication. Please review this policy regularly to stay informed.

10. Contact Information

If you have any questions about this privacy policy or wish to exercise your rights, please contact:

Enerz Oy

Email: info@enerz.fi

Phone: +358 40 018 8427