

PRIVACY STATEMENT

Personal Data Act (523/1999) 10§ and 24§



10.07.2026

1. REGISTER HOLDER

Name DRide Oy, Business ID 2953901-8

Address PL 59, 50101 Mikkeli

Telephone +358 29 3711 207

2. CONTACT PERSON FOR REGISTER MATTERS

Name DRide Oy / Toni Naappi

Address PL 59, 50101 Mikkeli

Telephone +358 29 3711 221

3. REGISTER NAME

Company and personal customer register

4. PURPOSE OF PROCESSING PERSONAL DATA

Customers (corporate and personal customers) and partners' data are processed confidentially for the following purposes:

- managing customer relationships and customer service
- implementing invoicing and settlement functions for both corporate and personal customers

- processing and resolving feedback and complaints
- fulfilling legal obligations management
- management of storage, reporting and

inquiry obligations in accordance with the regulations and instructions of the authorities

- business needs and communication
- provision of services; design, development, sale and delivery

5. DATA CONTENT OF THE REGISTER

The register contains the contact information of the Customer (person or company) and other information necessary for managing the customer relationship:

- name, date of birth, personal identification number, contact information (address, telephone number, email address)
- customer number / business ID
- customer type, company or private
- ordered products and services
- order and billing history
- call recordings in customer service, SMS data
- complaints and feedback
- request for quotations
- social media

6. REGULAR DATA SOURCES

The data in the register is mainly collected from the data subject himself/herself at the beginning of the customer relationship.

The customer relationship begins when the customer orders the controller's product and/or service.

In addition,

certain data is obtained directly from the authorities or other authorized parties

in order to provide the service to the customer.

7. REGULAR DISCLOSURES OF DATA

The data will not be disclosed to third parties.

The exception is the disclosure of data to authorities or other third parties based on valid statutory grounds or agreements, such as the disclosure of data related to Kela's

direct compensation operations to Etelä-Savon Taksi Oy,

Mikkelin Ulataksi Oy and Semel Oy.

8. TRANSFER OF DATA OUTSIDE THE EU AND EEA

Data is not transferred outside the EU or EEA.

Except in cases where the AI Chat Agent maintained by UHMA Agency Oy on our Let's GO Levi website saves data to the Chatbase database.

The Chatbase server is located in the USA (AWS, us-east-1, Northern Virginia).

9. PRINCIPLES OF REGISTER PROTECTION

a) Manual data is stored in a locked space of the data controller, which is only accessible to relevant persons.

b) Data processed using IT is behind employee-specific user IDs and passwords. The administrator manages the user IDs and defines which data employees have access to.

10. RIGHT OF INSPECTION

According to the Data Protection Regulation, the data subject has the right to receive personal or company information concerning him/her.

11. RIGHT TO REQUEST CORRECTION OF INFORMATION

Incorrect information has the right to request correction.

12. OTHER RIGHTS RELATED TO THE PROCESSING OF PERSONAL DATA

Your personal data can be obtained by submitting a signed written request to the controller's office to the controller's contact person.

An appointment must be arranged in advance by email with the word "Subject: Information request" to: tietosuoja@dride.fi or by phone at: +358 29 3711 207.

When submitting a request, you must prove your identity. The release of information will be agreed upon upon receipt of the request.



DRide Oy, PL 59, 50101 Mikkeli