

Privacy Statement

This Metsäliitto Cooperative, Metsä Forest privacy statement ("Privacy Statement") describes our personal data handling practices including a description of the gathered personal data and how the personal data is processed. This Privacy Statement may be changed without prior notice to the extent possible under the applicable legislation.

- 1. Data Controller** Metsäliitto Cooperative, Metsä Forest, registered address of the head office at Revontulenpuisto 2, 02100 Espoo, Finland

Metsä Forest is an auxiliary name of Metsäliitto Cooperative
- 2. Contact Person** Metsä Forest customer service team
Tel. +358 10 7770
Email: jasenpalvelut@metsagroup.com
- 3. Name of the Register** Metsä Forest member and customer register ("Register")
- 4. The purpose and legal ground of processing personal data**

The Register is used by Metsä Forest and its subsidiaries (hereinafter referred to as Metsä Forest).

The Register contains personal data that are processed in connection with electronic services, wood trade, forest services, investments in members' capital, payments, invoicing, debt collection and credit checks. In addition the personal data is processed in connection with member's contacts, customer surveys, know your customer (KYC) process, development of products and services, quality management, reporting, marketing and personalizing its content and other actions in connection with membership and customership.

Our legal ground for collecting and processing personal data is 1) legitimate interest such as the customer relationship for example membership, wood trade, forest service order, 2) consent, 3) performance of a wood trade or forest service contract or 4) compliance with a legal obligation

Metsä Forest does not disclose personal data to unauthorized third parties. Metsä Forest may share the personal data with third parties that provide services to Metsä Forest. These third party data processors are contractually bound to use any personal data disclosed to them only to perform the contracted services. Further, Metsä Forest may disclose personal data to authorities or other third parties, if required by applicable legislation
- 5. Processed Personal Data** Basic information of member/customer:
 - First and last name of the member/customer
 - Member/customer number
 - Address, phone number, e-mail address
 - Date of birth or personal id
 - Business id
 - Gender, language
 - Membership registration date and membership resignation date
 - Contact person of the member/customer
 - Persons authorized by the member/customer

- Municipality of residence or other electoral district
- Governance body
- Members' shares and information on interest on members' capital
- Forest owner group and tax information
- Profession and education
- Bank details
- Real estate information
- Information on consent and prohibition for marketing
- Information if the person has deceased
- Forest resource data
- Information on possible guardian
- Conference and meeting preferences and requests

Other information based on the membership/customerhip:

- Customer level and groups
- Sales, purchase, harvesting, transport and forest service transactions and investments in members' capital
- Order confirmations
- Payments and credit information
- Timber measurement data
- Contact/conversation history
- Telephone recordings
- Bonus information
- Log ins to Metsäverkko service and transactions executed in the service
- Forest tax accounting
- Results from the internal investigations to the quality of forest operations
- Information on roadways and soil preparation
- Photographs attached to forest resource data
- Requests for offers and offers
- Marketing events
- Information from customer surveys

Personal Data collected in connection with the use of the service / website etc. such as:

- Service / website usage;
- Device information;
- Log information;
- IP address;
- Location information;
- Cookies and similar technologies;

6. Regular sources of information and cookies

Personal data in the member and customer register is provided by the member/customer himself/herself or is collected in connection with wood trade or other member/customer events. Personal data may also be updated from Population Information System or from other similar reliable third-party information systems. Finnish Forest Centre provides data about i.a. new forest owners, forest resource data and forest management proposals in accordance with applicable legislation. Registered person provides the data himself/herself (apart from public information sources, i.a. personal data received from Finnish Forest Center, phone numbers, land register information, credit information) e.g. upon registration to become member, executing a wood

trade/forest service order or registering to electronic services provided by Metsä Forest.

Our websites use cookies to make your browsing experience better and more personal. A cookie is a small text file saved on the user's device by a web browser. More information on cookies is available at:

<https://www.metsagroup.com/en/Pages/cookies.aspx>

By visiting our websites, you approve the use of cookies. If you want to disable cookies, you should refer to your browser help menu to learn how to disable cookies. If you deny accepting cookies, you may not be able to access or use the service.

7. Regular destinations of disclosed data and whether the data is transferred to countries outside the EU/ EEA

Metsä Forest may process personal data in such jurisdictions it has presence. In some cases Metsä Forest uses external service providers to collect, use, analyze and otherwise process data on its behalf. These service providers are bound to use personal data shared with them only to perform their services Metsä Forest has hired them to provide. Metsä Forest may also share your personal data to the extent necessary to meet any applicable law, regulation, legal process or enforceable governmental request.

The personal data can be processed within EU/EEA and outside EU/EEA. Metsä Forest will only transfer your personal data outside the EU/EEA in accordance with one of the legal grounds described below:

- the recipient country is regarded by the European Commission to provide adequate protection for your personal data;
- we have put in place appropriate safeguards for the transfer by using the model clauses for the transfer of personal data to third countries issued by the European Commission; or
- you have given your consent to the transfer, or there is another legal basis for the transfer under the applicable data protection legislation.

8. Data Security

Personal data is handled with care and in confidence. The register is only used by personnel whose job requires processing of the personal data.

Users login to the register by either giving their personal user ID and password, or by utilizing single-sign on technology (TUPAS, mobile certificate). User rights require separate approval from nominated Metsä Forest personnel.

Paper archives are stored in locked spaces where access is granted only to people who need it.

All personal data is protected by regularly reviewed appropriate technical and organisational data security measures against accidental and/or unlawful access, alteration, destruction or other processing including unauthorized disclosure and transfer. Such measures include

proper firewall arrangements, appropriate encryption of telecommunication and messages, secure server rooms and up-to-date ICT system access management practices.

9. Your rights

You have the right to:

- access, update, remove and correct your personal data;
- cancel your consent, where the processing of personal data is based on your consent; Metsä Forest newsletter or electronic marketing
- object to the use of your personal data on grounds relating to your particular situation when our legal ground for processing your personal data is our legitimate interest;
- demand Metsä Forest to restrict the processing of your personal data; and
- receive your personal data in machine-readable format and transfer such information to another data controller, where you have provided the personal data to Metsä Forest and where the processing of such information is based on your consent.

You can exercise any of your rights above by contacting Metsä Forest via our privacy website <https://www.metsagroup.com/en/Pages/privacy-policy.aspx>. Alternatively you may visit us in person or contact us by post at the address set out in this section 9. Metsä Forest may request you to specify your request in writing and will always authenticate your identity before handling your request.

If you are unhappy with the way we process your personal data, you have a right to make a complaint to the competent supervisory authority, who is responsible for monitoring compliance with the applicable data protection legislation.

Requests shall be submitted in writing to:

Metsä Forest
Member services
jasenpalvelut@metsagroup.com

Revontulenpuisto 2
02100 Espoo
Finland

Request can be submitted in person at:

Revontulenpuisto 2
020100 Espoo
Finland

When submitting a request in person, a valid identification card containing a photo must be presented.

10. Data retention policy

Personal data is retained only as long as necessary and justifiable or as required by applicable legislation.

Personal data in Metsä Forest member/customer register is actively maintained throughout the life-cycle of the co-operation in question. Personal data is marked as passive at the end of the co-operation after which the data is no longer actively used. Personal data marked as passive will be deleted in accordance with Metsä Forest's data retention principles. However, the personal data may be retained for an extended period if required by applicable law or for the exercise of claims or litigations or internal investigations.