



## Visy Oy Web Helpdesk Privacy Policy

### Data Controller

**Visy Oy**, located at Hatanpään valtatie 34 D, 3rd Floor, 33100 Tampere, Finland, is the **controller** of your personal data processed through our Web Helpdesk.

### Purpose of Processing

We collect and process your personal data to:

- Respond to your helpdesk or support request
- Communicate updates and troubleshoot issues
- Improve our products and services based on reported problems

### Legal Basis for Processing

We process your data based on our legitimate interest in providing effective support services and improving our software. This means we collect only what is necessary to handle your request.

You can object to this processing if you believe your interests or rights override our legitimate interest.

Contact us at [support@visy.fi](mailto:support@visy.fi) for objections.

### What Data We Collect

Depending on your request, we may collect:

- Your contact details (name, email, company, phone number)
- Technical details related to the request (device info, logs, screenshots, descriptions)

### How We Use Your Data

We use your personal data to:

- Communicate with you about your request
- Investigate, resolve, and document issues
- Analyse feedback to improve our services

We **do not** use your data for **automated decision-making or profiling**.

#### Visy Oy

Hatanpään valtatie 34 D, 3rd Floor  
33100 Tampere, FINLAND  
Tel. +358-3-2110403  
[www.visy.fi](http://www.visy.fi) | [sales@visy.fi](mailto:sales@visy.fi)



## Data Retention

We retain personal data associated with your support requests for the duration of your customer relationship, including any maintenance or support agreement. After the agreement ends, personal data within the helpdesk system is retained only for a limited period necessary to finalize open matters or meet legal obligations (typically up to 24 months). After this period, the data is securely deleted or irreversibly anonymized.

## Security Measures

We apply appropriate technical and organizational measures to protect your personal data, including access controls, secure storage, and incident response procedures—aligned with both GDPR and NIS2 obligations.

## Data Transfers

All personal data is processed and stored within the European Economic Area (EEA). We do not transfer your data outside the EU/EEA.

## Your Rights Under GDPR

You have the right to:

- Access your personal data
- Rectify inaccurate or incomplete data
- Request deletion of your data (where applicable)
- Object to processing based on legitimate interest

To exercise any of these rights, contact us at: [support@visy.fi](mailto:support@visy.fi)

### Contact Information

#### Visy Oy

Hatanpään Valtatie 34D, 3rd Floor

33100 Tampere, Finland

Tel +358-3-2110403

Website: [www.visy.fi](http://www.visy.fi)

Email: [support@visy.fi](mailto:support@visy.fi)

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