

Lingsoft Speech Service - Privacy Statement

Effective as of April 9 2021.

This is a register and data protection statement in accordance with the Personal Data Act of Finland (sections 10 and 24) and the EU General Data Protection Regulation (GDPR).

1. Controller (Lingsoft)

Lingsoft Group Oy (2493768-2) and it's subsidiaries
Kauppiaskatu 5 A
FIN-20100 Turku
Finland

2. Contact person responsible for the register

Lingsoft Speech Service Product Manager

Lingsoft Group Oy
Kauppiaskatu 5 A
FIN-20100 Turku
Finland

E-mail address: [speechservice \[at\] lingsoft.fi](mailto:speechservice@lingsoft.fi)
Phone number +358 2 279 3300

3. Name of the register

Lingsoft Speech Service user register

4. Legal basis and purpose of the processing of personal data

The legal basis for the processing of personal data is based on for example:

- a contract or an agreement
- an express consent the individual has given us to use his/her personal data
- some other justified reason based on the management of our business operations to process his/her personal data, or
- our statutory obligation to process his/her personal data

Personal data is used to provide the speech service, deliver services, support and products to the customer, manage and develop the customer relationship, maintain contact, and for statistical purposes.

5. Contents of the register

The register keeps a record of each user, in which personal data is stored:

- First and last name (mandatory)
- Username (mandatory)
- E-mail address
- Telephone number
- Gender
- Native language
- Organisation represented by the person (mandatory)
- Department represented by the person

If the user is an external application that uses the Lingsoft Speech Service on behalf of the end user of that external application, Lingsoft Speech Service stores the following statistics data about the end user:

- Firstname and lastname of the end user (optional)
- Username (mandatory)
- Organisation of the end user represented by the person (mandatory)

6. Data sources

The controller collects personal data from an organisation that orders the speech service from Lingsoft, for the organisation's own users: Personal data is collected from the use of the interface and from the service requests. The organisation submits the information about individual users to the register, with the consent of the users, or the users register their personal data themselves using the Lingsoft Speech Service.

7. Disclosure to third parties and transfer of personal data outside the EU or EEA

The personal data is basically not disclosed to third parties. However, according to the applicable law, we may disclose his/her personal information to the following third parties:

Lingsoft group companies and authorised external parties handling the information on our behalf in accordance with these privacy terms and legal agreements, public authorities based on legitimate requests, new owners in connection with business divestments or other arrangements.

Personal data will not be transferred outside the European Union or the European Economic Area (EEA). However, if Lingsoft is obliged to transfer personal data outside the European Union or the European Economic Area (EEA) the transfer will be made using appropriate agreements between Lingsoft and the processor/transferee, such as the standard contractual clauses established by the European Commission.

8. Principles of protection of the register

The data system and the files of the registrar are protected by technical protection methods normally used in business operations. Access to the register requires a personal user ID and password, which are granted only to a member of the registrar's staff whose status and tasks are

related to the said access rights. Access control is available at the registrar's premises.

9. Right of inspection and right to demand correction of information

Each person in the register has the right to check his or her saved user data in the register and demand that any incorrect data be corrected or completed.

If a person wishes to check his /her personal data stored in the user register of the Lingsoft Speech Service or request a correction, the request must be sent in writing to tietosuoja@lingsoft.fi. If necessary, the controller may request the applicant to prove his or her identity. The controller will respond to the applicant within the time limit laid down in the EU's General Data Protection Regulation (as a rule, within 30 days).

10. Right of removal of personal data

A person has the right to request the removal of his / her personal data from the register.

Requests for removal of personal data must be sent in writing to tietosuoja@lingsoft.fi. If necessary, the controller may request the applicant to prove his or her identity. The controller will respond to the applicant within the time limit laid down in the EU's General Data Protection Regulation (as a rule, within 30 days).

11. Other rights

A person has also the following rights:

To withdraw his /her consent to the extent that personal data are processed based on his /her consent. Furthermore, the withdrawal of consent has no effect on the lawfulness of processing occurred before the reception of withdrawal; and

To file a complaint with the supervisory authority if the person believes that the personal data have not been processed in accordance with this Privacy

Statement or the law. The supervisory authority's contact information: Data Protection Supervisor's Office, PO Box 800, 00521 Helsinki; tel: +358 29 56 66700; tietosuoja(at)om.fi

Additional information may be asked from a person in order to confirm his / her identity. The additional information will not be stored and it will be removed when the identity has been confirmed.

12. Changes in this Privacy Statement

Lingsoft reserves the right to change this Privacy Statement when the legislation changes or to develop its business operations. Lingsoft shall post the revised Policy on the same webpage where it published this Policy. Lingsoft may also use LSS UI, email or other means for notifying customers of such policy changes. The revised Policy (or, as applicable, the new one) will be effective when posted as described unless the document itself specifies a later time for its entry into force.
