

NOWHERE

PERSONAL DATA REQUEST FORM

Data controller

OY AURINKOMATKAT - SUNTOURS LTD AB

Corporate ID: 0200991-4

Address: Tietotie 9 (PL 200), 01530 Vantaa, Finland

According to article 15 of the EU General Data Protection Regulation, you have the right to access the personal data that Now/here processes concerning you. Please specify which data you wish to receive in the following form. Note that we can provide data only within our predetermined retention periods. You can request data export free of charge once every period of six months. For additional requests during this time frame we charge a fee of €80 per request to cover the administrative costs involved.

If Now/here denies access to the data you requested, it must provide a written certificate of refusal explaining the reasons for denied access.

Requested data

My trips with Now/here

First name (as in your booking)

Family name (as in your booking)

Booking references

Separate multiple bookings with a comma, for example RHHP96, IUY786

My purchases in the Finnair Shop, NordicSky and during my flight

Finnair Plus membership number (if you are a member)

Name

Flight number and date

Separate multiple flights with a comma, for example AY123/2017/01/01, AY456/2018/01/01

Ongoing or past feedback / claim

Case reference number

Separate multiple cases with a comma, for example 00000, 11111, 55555

My reply to a customer satisfaction survey

Reply date (year and month), email used to send reply, phone number

For example: 2017/04, test@email.com, 0401234567

Additional data I wish to access

Specify below if you wish to access data that is not included in the above sections, such as communication with Now/here customer service.

Please note that to access this information, you will need to personally visit the Finnair Group headquarters in Vantaa, Finland.

We will contact you to schedule a time for the visit.

Include all available details, such as the phone number you used to call customer service, the email address you sent a message from or the booking reference for a booking discussed via our chat service.

I wish to access the data specified above from the following time period:

Time period

For example: 2017/01/01–2018/01/01

I want my personal data to be erased from the Now/here customer database

According to your right to be forgotten, you may ask us to delete your personal data from our systems. Please consider that in some cases all of your data cannot be erased, for example if the data are necessary for the performance of a contract or there is an overriding legitimate interest of our company.

Your contact and identification details

Name*

Address*

Phone number*

Email address*

Other necessary identification details (passport number, date of birth)*

Other contact details (for example phone number during office hours, work email address)*

Instructions:

1. Fill in this form and print it.
2. Take a copy of your passport (or official identity card).
3. Send the form together with the copy of your passport or other official identity card via Post to:

Oy Aurinkomatkat - Suntours Ltd Ab

Now/here HelpDesk
PL/P.O. BOX 200
01531 Vantaa, Finland