

Description of Data Processing at Mandatum Life Services Ltd regarding pension compensation

Contact Information for the Data Processor

If you have questions about data protection, we ask that you primarily contact [the customer service of Mandatum Life](#). You can reach the data protection officer of Mandatum Life at dpo@mandatumlife.fi.

The Purposes for the Processing of Personal Data

The employer of the pension fund's member has provided its employees a supplementary pension in accordance with the Act on Insurance Funds or the Act on Pension Funds and the fund uses the services of Mandatum Life Services Ltd. The processing of personal data is necessary in order to process and pay out pensions.

Each fund is the data controller and Mandatum Life Services Ltd is the data processor. The processing of personal data is based on a service contract with Mandatum Life Services Ltd.

Categories of Data Subjects

- Members of the funds serviced by Mandatum Life Services Ltd.

Retention Periods of Personal Data

Member data is stored for 13 years after the last claim has been paid. Call recordings are stored for 10 years. Information related to taxation, accounting and reporting obligations is stored for 6 years after each fiscal year.

Categories of Personal Data

Information on the members, for example:

- Name
- Identity number
- Birth date
- Language
- Contact information

Information on the insurance, for example:

- Insurance number
- Pension fund information
- Employer



Pension information, for example:

- Age of retirement and the starting date of the pension
- Pension contingency date
- Pension sum
- Liability distribution information
- Actuarial information
- Information related to disability pension decisions

Payment information, for example

- Bank account number
- Taxation information

Contact information, for example

- Online messaging and letters
- Marketing permits and bans
- Information on online service use
- Call recordings

Rights of the Data Subject

You have the right to access your personal data, the right to rectification, and depending on the conditions, the right to erasure, the right to the restriction of processing, the right to object to the processing, the right to data portability, and the right to lodge a complaint to the data protection authorities. Each fund is the data controller. Mandatum Life Services Ltd is the data processor. Some data controllers have authorized Mandatum Life to implement the rights of the data subjects on their behalf. You can contact [the customer service of Mandatum Life](#), your own pension fund or your employer for more details. You can also read more about your rights in [the privacy policy of Mandatum Life](#).

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