

# Mäntyranta Villat

Villa Paulus • Villa Paapuuri • Villa Tyyrpuuri

sari@villapaapuuri.com | www.mantyrantavillat.fi

## Privacy Policy

Prepared 2 April 2021  
Updated 22 August 2026

This Privacy Policy explains how Mäntyranta Villat collects, processes, retains and protects the personal data of its customers and website users.

### 1. Data Controller

Mäntyranta Villat  
Business ID: 3201896-9  
Rubiinikehä 31 B  
Vantaa, Finland

Contact person for data protection matters:  
Sari Wikström  
sari@villapaapuuri.com

### 2. Purposes and Legal Bases for Processing Personal Data

We process personal data for the following purposes:

- receiving, confirming and managing accommodation bookings
- customer service and communication with customers
- providing accommodation services and additional services ordered by the customer
- invoicing, payment processing and accounting
- preparing and retaining statutory traveller notifications
- providing and charging for electric vehicle charging services
- managing and developing customer relationships
- direct marketing
- sending newsletters once they are introduced
- analysing website use, developing the service and measuring marketing effectiveness.

Depending on the situation, the processing of personal data is based on entering into or performing a contract, compliance with a legal obligation of the data controller, the legitimate interests of the data controller, or the consent given by the data subject.

Subscription to the newsletter and the use of analytics and marketing cookies requiring consent are based on the user's consent. Consent may be withdrawn at any time.

### 3. Personal Data Processed

We may process, among other things, the following information about customers and guests:

- name
- postal address
- email address
- telephone number
- property booked and arrival and departure dates
- number of guests
- additional services selected by the customer
- invoicing and payment information

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- communications with the customer relating to the booking and customer relationship
- special requests and other accommodation-related information provided by the customer
- information provided by the customer concerning pets, children, arrival or other accommodation arrangements.

We do not collect unnecessary personal data.

## 4. Statutory Traveller Information

As an accommodation provider, Mäntyranta Villat collects the traveller information required by law.

For the traveller notification, the following information may be processed, among other things:

- traveller's full name
- Finnish personal identity code or, if unavailable, date of birth and nationality
- information required by law concerning an accompanying spouse and minor children
- address
- where applicable, the country from which the traveller arrives in Finland
- where applicable, travel document number
- dates of arrival at and departure from the accommodation establishment.

The processing of traveller information is based on a legal obligation. Traveller notifications and traveller information are retained for the statutory period of one year, after which they are destroyed unless there is a separate lawful basis for further processing.

Information concerning foreign travellers and other traveller information may be disclosed to competent authorities where required by law.

## 5. Sources of Personal Data

Personal data is primarily obtained directly from the customer.

Information may be obtained, for example:

- through the contact and booking forms on the Mäntyranta Villat website
- by email
- by telephone and text message
- through the Nettimökki service
- through the Nettimaksu payment service
- through the Stripe card payment service
- through the eParking electric vehicle charging service
- from traveller information provided by the customer
- through other booking and contact channels used by the customer.

## 6. Payments and Invoicing

We use Zervant for invoicing.

In connection with online and card payments, payment information may be processed by the payment service providers we use, such as Stripe and Nettimaksu/Alma Finanssipalvelut.

As a rule, Mäntyranta Villat does not receive or store customers' complete payment card details; the technical processing of card payments is handled by the payment service provider.

Payment and invoicing information is retained to the extent and for as long as required for managing the contractual relationship and by accounting, tax and other applicable legislation.

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## 7. Electric Vehicle Charging

Mäntyranta Villat uses the eParking service for electric vehicle charging.

In connection with a charging session, the following information may be processed, for example:

- customer's name
- email address
- vehicle registration number
- time of charging
- amount of energy consumed
- payment information.

The information is processed to provide the charging service, process payments and handle any enquiries relating to charging sessions.

## 8. Recipients of Personal Data and Service Providers

We use external service providers to carry out our operations. They may process personal data to the extent necessary to provide their services.

Such services include, among others:

- Webnode – website, forms, email, analytics and cookie management
- Google Workspace / Gmail – email and customer communications
- Nettimökki – booking intermediation and management
- Alma Finanssipalvelut / Nettimaksu – payment processing
- Stripe – card payment processing
- Zervant – invoicing
- eParking – electric vehicle charging service
- Google – website analytics, advertising measurement, maps and other online services
- Meta – Facebook and Instagram services and marketing measurement.

Personal data may also be disclosed to authorities where required by law or by a lawful request from a competent authority.

Personal data is not sold to third parties.

## 9. Transfers of Personal Data Outside the EU and EEA

Some of the international service providers we use may process personal data outside the EU or EEA.

In such situations, transfers are carried out using transfer mechanisms and safeguards compliant with applicable data protection legislation, such as Standard Contractual Clauses approved by the European Commission, adequacy decisions of the European Commission, or other transfer mechanisms permitted by applicable legislation.

## 10. Retention of Personal Data

Personal data is retained only for as long as its processing is necessary for the purpose for which it was collected or for as long as required by law.

Booking and customer relationship information may be retained for managing the customer relationship, customer service, handling complaints, establishing or defending legal claims and lawful direct marketing for as long as there is a justified need for the processing.

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Information relating to accounting, invoicing and payments is retained for the period required by applicable legislation.

Statutory traveller notifications and traveller information are retained for one year as required by law, after which the information is destroyed to the extent that there is no other lawful basis for retaining it.

Newsletter subscriber information is processed until the subscriber cancels the subscription or there is no longer a basis for processing the information.

## 11. Direct Marketing

We may use contact information in the customer register for direct marketing of Mäntyranta Villat services in situations permitted by applicable legislation.

The data subject has the right to object at any time to the use of their personal data for direct marketing.

Subscription to the newsletter is based on consent. A newsletter subscription may be cancelled at any time using the unsubscribe option provided in the newsletter or by contacting us using the contact details stated in this Privacy Policy.

## 12. Cookies, Analytics and Marketing

Our website uses cookies and similar technologies to enable website functionality, improve the user experience, analyse visitor numbers, target marketing and measure marketing effectiveness.

The website may use, among others, the following services:

- Webnode's technical and analytics services
- Google Analytics
- Google Ads and conversion tracking
- Meta Pixel
- Facebook and Instagram content
- Google Maps
- YouTube.

Cookies that are strictly necessary for the operation of the website may be used without separate consent where permitted by law.

Non-essential analytics and marketing cookies are used on the basis of the user's consent. Users can make their cookie choices using the website's cookie banner and subsequently change their choices through the available cookie settings.

## 13. Protection of Personal Data

Personal data is processed with care and protected using appropriate technical and organisational safeguards.

Electronically stored information is protected, among other measures, by usernames, passwords, restricted access rights and the security solutions of service providers.

Access to personal data is limited to persons whose duties require the processing of such data.

## 14. Rights of the Data Subject

Under applicable data protection legislation, the data subject has the right to:

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- know whether their personal data is being processed
- access personal data concerning them
- request correction of inaccurate or incomplete data
- request deletion of their data where there is no lawful basis for retaining it
- request restriction of the processing of personal data in circumstances provided by law
- object to processing based on legitimate interests
- object to the use of their personal data for direct marketing
- withdraw consent at any time
- in certain circumstances, receive personal data they have provided in a machine-readable format and transmit it to another data controller.

Requests concerning the exercise of these rights may be sent to:

sari@villapaapuuri.com

The identity of the person making the request may be verified where necessary before the request is fulfilled.

## 15. Right to Lodge a Complaint with a Supervisory Authority

If a data subject considers that their personal data has been processed in violation of data protection legislation, they have the right to lodge a complaint with the competent data protection supervisory authority.

In Finland, the supervisory authority is the Office of the Data Protection Ombudsman.

## 16. Changes to this Privacy Policy

Mäntyranta Villat may update this Privacy Policy, for example, when services, information systems, personal data processing practices or legislation change.

The current Privacy Policy is available on the Mäntyranta Villat website.