

PRIVACY NOTICE

Aavasaksa Adventures Oy

Business ID: 3397187-4

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Finland

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Website: www.aavasaksaadventures.fi

Last updated: 12.8.2026

1. DATA CONTROLLER

Aavasaksa Adventures Oy is the controller of the personal data described in this Privacy Notice.

Questions and requests concerning privacy or data subject rights may be sent to info@aavasaksaadventures.fi.

2. PERSONAL DATA WE PROCESS

In connection with bookings and customer service, we may process the customer's name, email address, telephone number, children's ages, information about the booked service, date and time, group size, and messages sent to us by the customer.

Most group bookings are received through our partners. In these cases, we may receive the group size, children's ages, the language of the group and possible dietary requirements. As a rule, the names and contact details of individual customers are not provided to us for these partner bookings.

Bookings may be received through FareHarbor, Gmail, telephone, SMS, WhatsApp Business or in person.

3. PAYMENTS

Card payments for bookings made through FareHarbor are processed by Stripe. For card payments made in person, payment details are also entered into the FareHarbor/Stripe payment system.

Aavasaksa Adventures Oy does not store full payment card details in its own systems.

4. HEALTH AND SAFETY INFORMATION

Before an activity, a customer may tell the guide about health or functional capacity matters that could affect safe participation. Such information is discussed with the guide on site and is not normally recorded.

Breathalyser results are not recorded or stored.

We do not collect driving licence details or make copies of driving licences.

5. ACCIDENTS AND INCIDENTS

In the event of an accident or other safety incident, we may prepare an incident or accident report.

The report may contain information necessary to investigate and manage the event, such as name, date of birth, telephone number, email address, hotel and, where necessary, hotel room number, a description of the event, personal injuries, relevant health information and first-aid, rescue or follow-up measures taken.

Reports are stored on paper and in a protected digital environment. Within Aavasaksa Adventures Oy, access is restricted to operational management.

Where necessary, information may be shared with the customer's hotel, LähiTapiola or another insurer handling the matter, healthcare providers, rescue services, the police or another competent authority.

Incident and accident reports are normally retained for no longer than three years. They may be retained for longer where necessary to deal with an ongoing claim, insurance matter, authority process or legal matter.

6. PHOTOGRAPHS AND VIDEOS

General atmosphere and environment photographs may be taken during activities where individual customers are not identifiable. Such material may be used in communications and marketing by Aavasaksa Adventures Oy or its partners.

If a person is identifiable and the image is intended to be published or used for marketing, staff will separately ask for verbal permission to take and use the image.

Permission may always be refused without affecting participation in the service.

For an identifiable image of a minor, permission is requested from the child's parent or guardian.

Photographs may also be taken during accidents or safety incidents for documentation purposes and may contain identifiable persons. Such photographs are never used for marketing or published.

7. ENQUIRIES CONCERNING DOGS LOOKING FOR HOMES

Visitors may use the website contact form to express interest in a dog looking for a new home.

We process the person's name and email address and any additional information voluntarily provided.

The information is used to contact the person and handle a possible rehoming process.

8. PURPOSES AND LEGAL BASES FOR PROCESSING

We process personal data to take and fulfil bookings, provide customer service, process payments, ensure safety, handle complaints and accidents, establish, exercise or defend legal claims, and comply with legal obligations.

Depending on the situation, the legal basis is performance of a contract or steps taken before entering into a contract, our legitimate interests, compliance with a legal obligation, or consent.

The use of identifiable photographs for marketing is based on consent.

Health data and other special categories of personal data are processed only where a valid basis under applicable data protection law exists. In accident and claims situations, processing may be necessary, for example, for the establishment, exercise or defence of legal claims.

9. SOURCES OF PERSONAL DATA

We receive personal data directly from customers, through FareHarbor, by email, telephone, SMS and WhatsApp Business, through our website contact form, from our partners, and in connection with accidents and safety incidents.

10. SERVICE PROVIDERS AND RECIPIENTS

We use service providers and systems including FareHarbor for bookings, Stripe for payment processing, Gmail for email communications, Microsoft OneDrive for file and Excel storage, and WhatsApp Business for customer communications.

For the purpose of arranging a programme, we may provide Team Rudolf and Santa's RiverHouse with the group size, children's ages and the language of the group.

Due to our cooperation arrangements, Explore the North and Aava Sky Village may have access to Aavasaksa Adventures Oy's booking calendar and the booking information displayed in it.

In accident or claims situations, information may be disclosed where necessary to the customer's hotel, LähiTapiola or another insurer, healthcare providers, rescue services, the police or another competent authority.

We do not sell personal data or disclose it to third parties for their own direct marketing.

11. RETENTION OF PERSONAL DATA

We retain personal data only for as long as necessary for the purpose for which it was collected or for as long as required by law.

The retention of booking and customer data is determined by the needs of service delivery, customer service, invoicing, accounting, complaints and possible legal claims.

Information relating to enquiries is deleted when it is no longer needed to deal with the matter. Information subject to statutory retention requirements is kept for the period required by law.

When there is no longer a basis for retaining personal data, it is deleted or anonymised.

Incident and accident reports are normally retained for no longer than three years as described in section 5 above.

12. TRANSFERS OUTSIDE THE EU AND EEA

Some of our service providers operate internationally, and personal data may therefore in some circumstances be processed outside the European Union or European Economic Area.

Where such transfers take place, we use transfer mechanisms and safeguards required by applicable data protection law, such as European Commission Standard Contractual Clauses or an applicable adequacy decision.

13. DATA SECURITY

We protect personal data through appropriate technical and organisational measures.

Access is restricted to persons who need the information to perform their duties. Customer data is processed using company-approved systems and accounts, and employees' personal user accounts are not used to process customer data.

Access to information requiring particular protection, including accident reports and health information, is restricted.

14. YOUR RIGHTS

Subject to applicable data protection law, you have the right to receive information about the processing of your personal data, access your personal data, request correction of inaccurate data, request erasure or restriction of processing where the legal requirements are met, object to processing based on legitimate interests, and in certain circumstances receive personal data you provided in a portable format.

Where processing is based on consent, you may withdraw your consent at any time. Withdrawal does not affect the lawfulness of processing carried out before the withdrawal.

Requests concerning your rights may be sent to info@aavasaksaadventures.fi.

We may ask you to verify your identity before fulfilling a request.

15. RIGHT TO LODGE A COMPLAINT

If you believe that your personal data has been processed in breach of data protection law, you have the right to lodge a complaint with the competent supervisory authority.

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

16. CHANGES TO THIS PRIVACY NOTICE

We may update this Privacy Notice if our processing practices, service providers or applicable legislation change.

The current version will be made available on the Aavasaksa Adventures Oy website.