

Privacy Notice

This Privacy Notice describes how Curon Oy collects, processes and protects personal data and the purposes for which personal data is processed.

This Privacy Notice applies to Curon's customers, prospective customers, contact persons of corporate customers, and users of our website and other digital services.

Personal data of job applicants is processed in connection with the recruitment process. Further information about the processing of applicants' personal data is provided in the recruitment service we use when submitting an application.

If you have any questions about the processing of your personal data or this Privacy Notice, or if you wish to exercise your rights under the General Data Protection Regulation (GDPR), you can contact us by email at helpperi@curon.fi.

1. Data Controller and Contact Details

Curon Oy
Business ID: 331177-6
Kielotie 16 A, 02260 Espoo, Finland
Email: helpperi@curon.fi

2. Legal Basis and Purposes of Processing Personal Data

Personal data is processed for the provision of agreed services and management of the customer relationship, service development, invoicing, customer service and communications, as well as for statistics and analytics.

Depending on the purpose, processing is based on the performance of a contract, compliance with a legal obligation, Curon's legitimate interest or the data subject's consent. Legal obligations may relate, for example, to accounting, taxation and the provision of social welfare services. Curon's legitimate interests may relate, for example, to service development, information security and the prevention of misuse.

Personal data may be used for direct marketing and targeted marketing in accordance with applicable legislation. The data subject has the right to object to the processing of their personal data for direct marketing purposes. Where marketing is based on consent, consent may be withdrawn at any time.

3. Categories of Personal Data

Personal data stored in our systems may include:

- first and last name
- address details
- telephone number
- email address

- information relating to the customer relationship and contract, such as order history, invoicing information and communication history
- additional information provided by the customer, such as door access codes or other special instructions
- for corporate customers, the company name, Business ID and contact person details
- information relating to the use of the website and digital services, such as IP address, browser and device information, cookies and other identifiers, website usage data, and information relating to marketing and consent preferences.

Special Categories of Personal Data

In connection with certain services provided as social welfare services, we process health-related information concerning the customer's functional capacity and need for services to the extent that such processing is necessary for arranging, planning or providing the service or for complying with related statutory obligations.

The processing of health-related data is based on applicable social welfare legislation and the General Data Protection Regulation (GDPR Article 9(2)(h)).

Health-related data is processed only to the extent necessary. The customer's medical diagnosis or detailed medical reason is not recorded in the service plan.

4. Regular Sources of Personal Data

Personal data may be obtained, for example:

- from messages submitted through forms on Curon's website
- by email
- by telephone
- through social media services
- from contracts
- during customer meetings and other situations in which the customer voluntarily provides information
- from a person acting on behalf of the customer or from the customer's representative
- automatically in connection with the use of the website and digital services, as well as from analytics and marketing service providers, in accordance with the user's consent choices.

Providing the information necessary to order and deliver the service is a requirement for entering into a service agreement and providing the service. Providing optional information and consents relating to marketing is not a condition for receiving the service.

5. Retention of Personal Data

We retain personal data only for as long as necessary for the purposes for which it is processed or as required by applicable legislation.

Personal data relating to the customer relationship and service agreement is generally retained for the duration of the customer relationship and, after it ends, for as long as necessary, for example, to comply with statutory obligations or to establish, exercise or defend legal claims.

Personal data relating to enquiries and requests for quotations is retained for as long as necessary to process the enquiry, establish a potential customer relationship, communicate in relation to the customer relationship and carry out sales follow-up. If a customer relationship is established, the data is retained in accordance with the retention principles applicable to customer data.

Information relating to invoicing, accounting and taxation is retained for the period required by applicable legislation. Social welfare client data is retained in accordance with the legislation applicable to such data.

Personal data used for marketing purposes is retained for as long as there is a valid legal basis for the processing and the data remains necessary for that purpose. Where processing is based on consent, consent may be withdrawn at any time. If a data subject objects to the use of their personal data for direct marketing, the data will no longer be used for direct marketing purposes. Information concerning an objection to marketing may, however, be retained in order to ensure that the objection is respected.

When there is no longer a legal basis for retaining personal data, the data will be deleted or appropriately anonymised.

6. Recipients and Processors of Personal Data and International Data Transfers

Personal data is processed in Curon's service management, invoicing and reporting systems and in other information systems necessary for providing our services.

We use external service providers to process personal data, including providers of IT, cloud, invoicing, communications, analytics and marketing services. Depending on the service, these providers may act as processors of personal data on behalf of Curon or as independent or joint controllers.

We may use automation and artificial intelligence-based tools in customer service and website functions. These services may process information provided by the user, for example, in order to handle customer service enquiries, contacts and questions relating to our services.

Personal data may be disclosed to public authorities where required or permitted by applicable legislation. Personal data is not disclosed to third parties for their own marketing or sales purposes without an appropriate legal basis.

Some of our service providers, such as Google and Meta, may process, store or transfer personal data outside the EU and EEA. In such cases, appropriate safeguards required by data protection legislation are applied. Transfers may be based, for example, on an adequacy decision by the European Commission or on Standard Contractual Clauses approved by the European Commission. Further information about international data transfers and the safeguards used by service providers is available in their respective privacy policies.

7. Principles for Protecting Personal Data

Personal data is protected using appropriate technical and organisational measures, and access rights are restricted according to job responsibilities.

Personal data is processed with due care, and data processed using information systems is appropriately protected. Curon ensures that stored data, access rights to systems and other information critical to the security of personal data are treated confidentially.

Personal data is accessed only by persons whose duties require such access. Each user has a personal username and password. Users are also bound by confidentiality obligations.

8. Right of Access and Right to Rectification

The data subject has the right to access the personal data stored about them and to request the rectification of inaccurate data or the completion of incomplete data.

A request can be made by contacting Curon at the email address specified in Section 1. Curon may, where necessary, request additional information to verify the identity of the person making the request.

Curon will process the request without undue delay and respond within one month of receiving the request. The time limit may be extended in accordance with the GDPR if the request is complex or if several requests have been made.

9. Other Rights Relating to the Processing of Personal Data

In certain circumstances, the data subject has the right to request the deletion of their personal data ("right to be forgotten"). The data subject also has the right to restrict the processing of their personal data, object to processing and have personal data concerning them transferred from one system to another where the requirements of the GDPR for data portability are met.

The right to erasure does not apply to the extent that processing of personal data is necessary, for example, to comply with a legal obligation, to establish, exercise or defend legal claims or on another basis provided for by applicable legislation.

A request can be made by contacting Curon at the email address specified in Section 1. Curon may, where necessary, request additional information to verify the identity of the person making the request and will respond to requests in accordance with the GDPR.

The data subject also has the right to lodge a complaint with a data protection supervisory authority if they consider that the processing of their personal data infringes applicable data protection legislation. In Finland, the supervisory authority is the Office of the Data Protection Ombudsman.

10. Cookies and Similar Technologies

We use cookies and other similar technologies on our website. A cookie is a small text file stored on the user's device by their web browser. Cookies and similar technologies may be used for purposes that are necessary for the operation of the website, as well as for analytics and marketing.

Optional analytics and marketing tracking is used only with the user's consent. The user may change or withdraw their consent at any time through the cookie settings on our website.

11. Targeted Marketing

We use Google Ads and advertising and advertising measurement tools provided by social media platforms such as Meta (Facebook and Instagram) and LinkedIn. We may also use similar advertising tools on other social media platforms.

These tools may process information relating to the use of our website and user activity for the purposes of targeting advertising, measuring results and optimising advertising campaigns.

We currently use Meta Pixel and Meta Conversions API on our website. Depending on the processing involved, service providers may act as independent controllers or as joint controllers with Curon. Further information about how service providers process personal data is available in their respective privacy policies.

Optional analytics and marketing tracking is used only with the user's consent. The user may change or withdraw their consent at any time through the cookie settings on our website.

Updated 27 August 2026