

Privacy Policy (GDPR)

Effective from: August 1, 2025

Last updated: October 13, 2025

1. Data Controller

The Open Table Avoin yhtiö
Jakobstadsvägen 24 A, 66900 Nykarleby
3553763-3
Email: info@theopentable.fi
Phone: 0504411526

2. Purpose of Processing Personal Data

We process personal data for the following purposes:

- Managing bookings via our booking system (SuperSaaS)
- Sending booking confirmations and customer information
- Handling payments and customer service matters
- Ensuring safety and order on the premises (including video surveillance)
- Managing incidents, disturbances, or crimes that occur on the premises

3. Data We Collect

We collect the following customer information:

- Name, email address, and phone number (via booking)
- Booking information (date, time, booked table/space, payment details)
- Video surveillance footage from the premises (stored only for security purposes)
- In case of incidents: communication, damage reports, and compensation details

4. Legal Basis for Processing

Processing is based on:

- Contract (to fulfill the booking)
- Legal obligation (accounting, police reports in case of crime)
- Legitimate interest (security, order, video surveillance)

5. Video Surveillance

The premises are under video surveillance to:

- Prevent and investigate damage, theft, and disturbances
- Protect company property and customer safety

Footage is stored for a maximum of 30 days, unless needed longer for investigations. Access is restricted to authorized personnel only.

6. Disclosure of Data

Data may be disclosed only to:

- Authorities (e.g., police in case of criminal investigation)
- Payment or booking systems (SuperSaaS, MobilePay) as necessary to provide the service

We never sell or share personal data with third parties for marketing purposes.

7. Retention Period

Personal data is stored only as long as necessary:

- Booking data: 2 years
- Camera footage: max 30 days (unless an incident or damage is under investigation)
- Billing/accounting data: according to the Accounting Act (6–10 years)

8. Rights of the Data Subject

You have the right to:

- Request access to your data
- Request rectification or deletion
- Object to processing or request restriction
- Lodge a complaint with the Data Protection Ombudsman (Tietosuojavaltuutettu)

To exercise your rights, please contact us via email: info@theopentable.fi