

Privacy Policy

Last updated: 31.8.2026

This Privacy Policy explains how Aiso Oy ("Aiso", "we", "us", "our") collects, uses, and protects personal data in connection with the TimeNTable service and the timentable.fi website.

Controller: Aiso Oy Business ID: 2960709-2 VAT: FI29607092 Insinöörinkatu 30, 2nd floor, 33720 Tampere, Finland Email: info@timentable.fi

1. Scope of this Policy

This Policy covers:

- **Customers:** the restaurants and other businesses that subscribe to the Service
- **Website visitors:** people who visit timentable.fi
- **End Users:** individuals who use the Service on behalf of a Customer, including the Customer's staff and its representatives
- **Guests:** individuals who make reservations with a Customer through the Service
- **Prospects:** individuals who represent restaurants and other businesses that we contact about the Service

We are the controller of personal data relating to website visitors, End Users, and prospects. For Guest personal data we act as processor on behalf of the Customer, and that processing is governed by our Data Processing Agreement. See Section 6.

2. Personal data we collect

2.1 Website visitors

When you visit timentable.fi, we collect technical information necessary to operate and secure the website, such as IP address and browser type, aggregated statistics on the use of the website and the Service collected without cookies, and any information you provide when you contact us.

2.2 Customers and End Users

We process the following categories of personal data relating to Customers and their End Users:

- Identification and contact data, such as name, email address, and phone number
- Account, authentication, and role data
- Log and usage data, including IP address, timestamps, and actions taken in the Service
- Content uploaded to the Service, such as logos and images
- Communications with us, including support and account recovery requests
- Billing and subscription data

If we begin to process a category of personal data, or to process personal data for a purpose, that is not described in this Policy, we will update this Policy in accordance with Section 12 before that processing begins.

2.3 Guests

We process Guest personal data on behalf of the Customer. The categories of Guest personal data processed through the Service are set out in Annex 1 of our Data Processing Agreement at <https://timentable.fi/dpa>. We do not determine the purposes of that processing. See Section 6.

2.4 Technical data and log data

Using the website and the Service generates technical data, including IP addresses. We use IP addresses to protect the Service against abuse, and they may be recorded in log data generated by our servers and by our infrastructure providers. We process that data as controller for the purposes set out in Section 3, and not on behalf of any Customer.

2.5 Prospects

We market the Service to restaurants and other businesses. Most of the data we use for that purpose concerns the business and is not personal data. Where it concerns an individual, we process:

- The name and work email address of a representative, where the business publishes them
- Where the business is a sole trader, the details of the business, since the business and the individual are the same person
- Where you contact us or book a meeting, demonstration, or trial, the information you provide, such as your name, email address, telephone number, role, and the content of your message
- A record of our contacts with you, and a record of any objection to marketing

We obtain this data from you, from businesses' own publicly available websites, from publicly available map data, and from public authority registers.

Business contact details, such as an info@ or sales@ address, do not identify an individual and are not personal data.

3. Purposes and legal bases

This Section applies to personal data for which we are the controller. For Guest data we act as processor and the Customer determines the purposes and the legal basis (see Section 6).

Purpose	Legal basis
Providing the Service, account management, support, and billing under the subscription contract	Contract (GDPR Art. 6(1)(b))
Service-related communications	Contract (GDPR Art. 6(1)(b))
Operating and securing the website and the Service, including fraud and abuse prevention	Legitimate interest (GDPR Art. 6(1)(f))
Verifying the identity and authority of a person who requests account recovery	Legitimate interest (GDPR Art. 6(1)(f))
Measuring and analysing use of the website and the Service in order to develop and improve it	Legitimate interest (GDPR Art. 6(1)(f))
Responding to inquiries sent to us, and arranging a meeting, demonstration, or trial at your request	Legitimate interest (GDPR Art. 6(1)(f))
Marketing TimeNTable to businesses	Legitimate interest (GDPR Art. 6(1)(f)), subject to opt-out
Keeping a record of an objection to marketing so that it continues to be honoured	Legitimate interest (GDPR Art. 6(1)(f))
Establishing, exercising, and defending legal claims	Legitimate interest (GDPR Art. 6(1)(f))
Compliance with legal obligations, such as accounting	Legal obligation (GDPR Art. 6(1)(c))

You can opt out of marketing at any time using the unsubscribe link in the message or by contacting us at info@timentable.fi.

4. Retention periods

We retain personal data only as long as necessary for the purposes described in this Policy, or for as long as required by law:

Data	Retention
Customer account and the personal data in it	Duration of the subscription, then 60 days, after which it is deleted
Customer account retained after the subscription ends at the Customer's request	For the period agreed in writing, after which it is deleted
Reservation data	12 months from the reservation, then deleted
Dietary or allergy information	30 days from the reservation, then cleared
Payment and billing records	6 years after the end of the relevant accounting year, as required by Finnish accounting law
Marketing and prospect contact data	Until the contact objects, or until we no longer consider the contact relevant
Record of an objection to marketing	For as long as necessary to honour the objection
Support, incident, and account recovery records	As long as necessary to handle the matter and thereafter to establish, exercise, or defend legal claims
Other personal data	As long as necessary for the purpose for which it was collected

Deletion is carried out periodically. An individual record may therefore be deleted up to one month after the end of the period stated above.

Deleted data may remain in backups maintained by our hosting provider until those backups expire in the normal backup rotation.

Where a Customer asks us to retain its account data beyond the period stated above, we may agree in writing to retain it for a defined period. The retention periods for reservation data and for dietary or allergy information apply regardless of any such arrangement.

Individual records may be deleted earlier upon a valid data subject request. For Guest data, such requests are handled through the relevant Customer.

5. Recipients

We disclose personal data only to parties that need it in order for us to provide the Service or to run our business. These are:

- Our hosting and infrastructure provider, located in the European Union
- Our payment provider, acting as Merchant of Record
- Providers of email and messaging services used to operate the Service and to send our own communications
- Providers of analytics used to measure use of the website and the Service
- Providers of business tools used for internal communication, document storage, and electronic signature
- Professional advisors, such as accountants and legal advisors, where necessary
- Public authorities, where required by law

Where an integration with a third-party booking channel or other third-party service is activated for a Customer, reservation data is disclosed to that third party, which processes it as an independent controller under its own privacy policy.

The sub-processors that process Guest personal data on behalf of Customers, including their names and locations, are listed in Annex 3 of our Data Processing Agreement at <https://timentable.fi/dpa>.

We do not sell personal data.

6. Guest data: our role as processor

Guest personal data is processed by us on behalf of the Customer, which is the controller of that data. The Customer's and our respective responsibilities are set out in our Data Processing Agreement at <https://timentable.fi/dpa>.

Guests should direct privacy requests to the Customer that handled their reservation. We cannot act on such requests ourselves.

The Service includes free-text fields where any information can be typed. Sensitive personal data should not be entered into those fields.

7. Location of processing and international transfers

We host the Service on infrastructure located within the European Union.

Some of the recipients listed in Section 5 are established outside the European Economic Area or belong to groups established outside it, and personal data may be transferred to those countries. Such transfers are carried out on the basis of an adequacy decision or, where no adequacy decision applies or ceases to apply, the European Commission's Standard Contractual Clauses or another transfer mechanism permitted under Chapter V of the GDPR.

8. Security

We implement technical and organisational measures to protect personal data at a level appropriate to the risk. These measures apply to data we process as controller and to data we process as processor. No system is completely secure, and we do not warrant that these measures will prevent every incident.

8.1 Confidentiality

- Data transmitted between a user's device and the Service is encrypted in transit using TLS
- Personal data at rest is encrypted where supported by our infrastructure provider. Encryption at rest does not apply to all data, including uploaded images and other media files.
- Access to the Service requires authentication, and authentication credentials are stored using industry-standard hashing algorithms
- Access to personal data by our personnel is restricted to those who need it for their work
- Each Customer's data is separated from that of other Customers within the Service

8.2 Integrity

- Application-level access controls restrict who can view and modify personal data
- Administrative and application access to the database use separate credentials

8.3 Availability

- Backups of the Service database are taken by our hosting infrastructure provider
- Availability and performance of the Service are monitored

8.4 Testing and maintenance

- Access rights and security practices are reviewed periodically

- Updates and security patches for the software and its dependencies are installed regularly

8.5 Organisational measures

- Our personnel are bound by confidentiality obligations
- Our personnel are instructed and trained on data protection and security
- We maintain a documented procedure for handling personal data breaches

8.6 Personal data breaches

Where we are the controller, we notify the supervisory authority and affected individuals of a personal data breach where required by the GDPR. Where we act as processor, we notify the Customer, and the Customer decides on any notification to the supervisory authority and to Guests.

This Section describes the measures in effect at the date of this Policy. We may change them as our security practices and infrastructure evolve, provided that the change does not materially reduce the level of protection of personal data.

9. Your rights under GDPR

This Section applies to personal data for which we are the controller. For Guest data, see Section 6. You have the following rights:

- **Right of access:** Obtain a copy of the personal data we hold about you
- **Right to rectification:** Correct inaccurate or incomplete data
- **Right to erasure** ("right to be forgotten"): Request deletion of your data, subject to legal retention requirements
- **Right to restriction of processing:** Limit how we process your data in certain circumstances
- **Right to data portability:** Receive your data in a structured, commonly used format
- **Right to object:** Object to processing based on legitimate interests, including direct marketing
- **Right to withdraw consent:** Where processing is based on consent, withdraw it at any time without affecting prior processing

To exercise these rights, contact us at info@timentable.fi. We respond within one month of receiving the request. Where the request is complex or where we receive a number of requests, we may extend that period by up to two further months, and we will inform you of

the extension and the reasons for it. We may need to verify your identity before acting on a request.

Where you object to marketing, we stop the marketing. We keep a record of the objection, limited to the contact details needed to identify it, so that it continues to be honoured if those details appear again in a source we use.

You also have the right to lodge a complaint with the Finnish Data Protection Ombudsman (Tietosuojavaltuutetun toimisto, tietosuoja.fi) or your local supervisory authority.

10. Cookies

The website and the Service use only cookies and similar technologies that are strictly necessary for them to function, such as session cookies for logged-in users. We measure use of the website and the Service using an analytics tool that does not use cookies and does not track individuals across websites.

11. Children

The Service is a business service for restaurants and is not directed at children. Where a Guest is a minor, the Customer is responsible for that processing as data controller.

12. Changes to this Policy

We may update this Policy. A change takes effect when the updated Policy is published, and the "Last updated" date at the top of this Policy shows when it was last revised. Where a change materially affects how we process personal data for which we are the controller, we notify Customers by email or in-product notice at least fifteen (15) days before the change takes effect.

Where our Data Processing Agreement incorporates Sections of this Policy by reference, changes to those Sections are also subject to Section 13 of that Data Processing Agreement.

13. Contact

For privacy questions, requests, or complaints, contact us at info@timentable.fi.