

AI Statement

Introduction

Plugit Finland Oy utilizes artificial intelligence (AI) technologies to develop its services and operations. We are committed to ensuring that the use of AI is always transparent and responsible. This statement describes the general principles and practices we follow when using AI.

Use of AI

If and when AI is used in Plugit Finland Oy's services, systems, or processes, this will be disclosed openly in this document. AI may be used, for example, to support customer service, analytics, reporting, automation, or other functions.

AI does not make automatic decisions on behalf of customers; it always operates as a support tool for humans. The use of AI is always based on legislation and good data protection practices.

Data Processed

AI solutions may process, for example, the following types of data:

- Messages, questions, or feedback provided by users or customers
- Customer and contact information, if necessary for service delivery
- Service process-related information and system usage data

All data is processed confidentially and only to the extent required for service delivery. Customer data is primarily stored in Finland and is not transferred outside the EU without a lawful basis.

Use of Data in AI Development

We may use data collected from customer service interactions, such as service requests and inquiries, to improve our services and customer experience. This may include, for example, training customer service staff or developing AI-based tools. Data is always processed in an anonymized or pseudonymized form when individual identification is not necessary.

Data Security and Storage

- Data is stored in secure systems accessible only to individuals who need it to perform their work tasks.
- All data transfers are encrypted.
- Data is not disclosed to third parties without a lawful basis.
- Data processing complies with the EU General Data Protection Regulation (GDPR) and other applicable legislation.

Legal Basis and User Rights

For personal data processed in AI solutions, we follow the principles and practices described in our Privacy Policy. There you will find information about legal bases and your rights as a data subject: <https://plugit.fi/tietosuoja>

AI Risk Management and Responsibility

Plugit assesses the risks of AI solutions in accordance with the EU AI Act. The solutions in use are low-risk systems that support expert work and do not make automatic decisions on behalf of customers. Operations are regularly evaluated and developed.

Contact Information and Further Details

If you have any questions about this AI Statement or wish to exercise your rights, you can contact Plugit Finland Oy's customer service:

Email: asiakaspalvelu@plugit.fi

Phone: +358 (0)207 350 330

Updated: 20.2.2026

Plugit Finland Oy