

## **Terms of use for the City of Kajaani International Services mobile application as of 11.2.2021**

### 1. Description of the service

**The City of Kajaani International Services** mobile application "International Info Kajaani" - service platform provides guidance and advice to people who have moved to the Kainuu region from abroad.

These Terms of Use apply between the City of Kajaani operating the service ("Administrator"), a member of a company or organisation or an individual ("User") to the use of the content and materials provided on the service and available through the mobile application.

The guidance and advice services available through the Service are free of charge. By using the Service, the User accepts and agrees to be bound by the effective and valid Terms of Use in their entirety. The User must carefully read these Terms of Use and accept them as binding in order to use the Service. These Terms of Use apply to the contents of the Service brought to the User's attention by the Administrator.

### 2. Contact details of the administrator and controller of the Service

#### **International Services of the City of Kajaani**

Business ID: **FI021449589**

Address: **Pohjolankatu 13, FI-87100, Kajaani Finland**

E-mail address: [international.info@kajaani.fi](mailto:international.info@kajaani.fi)

### 3. Right of use

The User of the Service is not required to register. The User may use the Service only for the purposes set out in these Terms of Use. Use of the Service is subject to the User's compliance with the Terms of Service, by using the Service you agree to these Terms.

All rights to use the Service, including copyright and other intellectual property rights, belong to the Administrator. You may not reproduce the Service in any way or form, nor translate, modify, adapt or otherwise alter the Service.

### 4. Registration and deletion of personal data

The use of the Service does not require registration by the User. If the User submits content to the Service Provider that the User has generated, such as customer feedback, consents or contact information, for the purpose of contacting the Service Provider, we will use the information only for the purpose of contacting the Service Provider. The User is bound by the Terms of Use in all cases for as long as he/she uses the Service.

### 5. Use of personal data

No personal data is stored on the Service.

### 6. Responsibilities of the User

The natural person who becomes a User is responsible for the purchase, maintenance and use of the hardware, software and telecommunications connections required to use the Service and for all costs arising from the use of the Service.

The User is obliged to use the Service in accordance with these Terms of Use, Finnish legislation, official regulations and good practice and is liable for any damage caused to the Administrator or other parties by the use of the Service and the material contained therein in violation of these Terms of Use.

## 7. Responsibilities of the Administrator

The Administrator maintains the Service and provides the framework for it, aiming to maintain the Service at the highest possible level and as safe as possible for the Users.

The Administrator reserves the right to modify the content, operation and accessibility of the Service. The Administrator may, without limitation, modify and improve the operation and functionality of the Service, for the development of the Service or for any other necessary reason, in any way and at any time it deems appropriate. The information, instructions and advice provided on the Service are not intended to be legal, commercial, medical or otherwise binding on the Administrator and may not be relied upon. They do not constitute grounds for any claim against the Service Provider or the User.

The Administrator shall not be liable to Users for any factual or technical errors, omissions or direct or indirect damages arising from the use or interpretation of the information contained in the Service, whether caused by error, malfunction of the Service or telecommunications connections, maintenance work or any other cause.

The Administrator does not guarantee the uninterrupted and error-free operation of the Service. The Service is checked regularly to prevent malfunctions. The Administrator reserves the right to suspend the operation of the Service for any modification, renewal, maintenance, installation or similar reasons related to the Service. In the event of any interruption of the Service, the User shall be notified as early as possible via the Kajaani City website.

## 9. Data Protection

The Service Administrator shall arrange the security of the Service in a generally acceptable manner and shall endeavour to prevent unauthorised access to the Service by means of appropriate technical solutions. The system is protected in accordance with the practices agreed in the Administrator's data protection and security policy.

### **Google Analytics - Further information**

<https://firebase.google.com/support/privacy>

### **Sendgrid - Further information**

<https://sendgrid.com/docs/glossary/gdpr>

## 10. Validity of the Terms of Use

These Terms of Use are valid until further notice from February 2022. If necessary, the Administrator has the right to unilaterally review these Terms of Use by publishing a notice on the City of Kajaani

website. In case of changes to the Terms of Use, the User must accept the Terms of Use again when logging in as a user of the Service. The User is bound by the Terms of Use in all cases for as long as the User uses the Service.

#### 11. Settlement of disputes

Disputes arising from these Terms of Use or relating to the Service as defined in these Terms of Use shall be resolved primarily by negotiation between the Administrator and the User. If this is not possible, the matter shall be settled by the Kainuu District Court in accordance with Finnish law.