

**PRIVACY STATEMENT**

The data controller's informing the data subject

EU's General Data Protection Regulation, (2016/679), Articles 13 and 14

14.8.2024

## **Information about the personal data filing system**

### **1. Name of the filing system**

Customer feedback

### **2. Purpose of processing personal data**

The purpose is to process customer feedback. The feedback is used in the development of services and reports and various summaries can be made from them.

### **3. Data controller**

City of Tampere, business ID 0211675-2

### **4. Individual responsible for the filing system: name, position and contact information**

Director of Employment Regina Saari

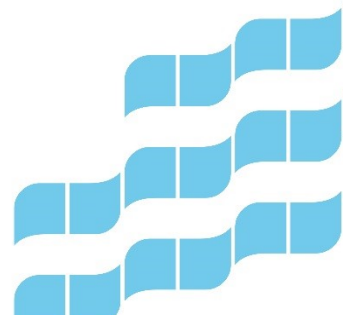
City of Tampere, P.O. Box 487, 33101 Tampere

tel. 03-565 611 (city switchboard) [City of Tampere / Contacts](#)

### **5. Filing system contact person and contact information**

Director of Employment Services Sari Oksanen

City of Tampere, P.O. Box 487, 33101 Tampere



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**6. Processing of personal data is outsourced on agreement**

No

Yes

Supplier of the customer feedback system

**7. Legal basis for the processing of personal data**

A)

Public interest / Exercise of official authority

Statutory obligation

Consent

Performance of a contract

B)

The filing system belongs to an obligatory function of the public administration

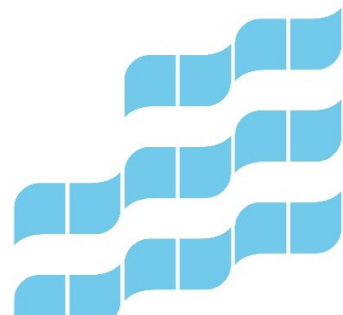
The filing system belongs to a voluntary function of the public administration

C)

Data in the filing system are used for automated individual decision-making, including profiling

No

Yes



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**Personal data in the file, data sources, data disclosure**

**8. Personal data in the filing system**

Description of the groups of registrees and personal data groups

Information is collected, if necessary, for example

- Place of residence, age, level of education, language
- Contact information, such as name, email address or phone number
- Feedback form statement information and/or open feedback information
- Service information

**9. Filing system data maintenance systems (name(s) of the system/application)**

Roidu customer feedback system, Microsoft 365, Telia ACE -system, E-form, ZEF-survey tool, Requeste feedback system

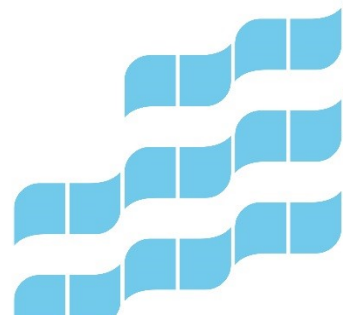
**10. Filing system contains hard copy (paper) material**

No

Yes

**11. Data sources**

The customer feedback information is obtained from the feedback giver himself when he fills it out feedback form. Other things can also be imported into the feedback processing system through (e.g. e-mail or face-to-face) the person who gave feedback



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information. Depending on the feedback channel, the customer can leave their contact information for.

**12. Data protection principles**

The storage, archiving, destruction and other processing of data is guided by a filing plan as well as data security and privacy guidelines. Data is deposited electronically in the file and protected so as to allow access to permitted personnel only. Each user must accept a Data and Information System User and Confidentiality Agreement before receiving permission to access the system.

**13. Disclosure of personal data**

No

Yes

Where: To providers of statutory services or, with the customer's consent, to other service providers.

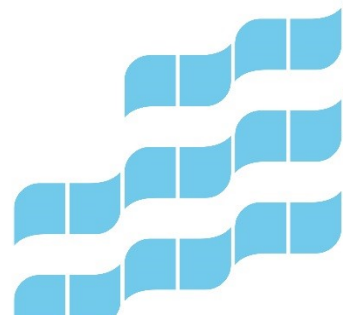
**14. Transfer of personal data to a third country or to an international organization (outside of the EU or European Economic Area = EEA).**

No

Yes

**15. Personal data storage periods/criteria for determining the storage period**

Storage complies with the City's archiving plans



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**16. Data subject's rights**

The data subject's rights and instructions for exercising them are available in [tampere.fi/tietosuoja](https://tampere.fi/tietosuoja) and the City's Record Office

