

9 May 2023

Reg. no. TRAFICOM/198633/00.04.00.03/2023

## Customer satisfaction surveys regarding the service provider Barona (Webropol)

<p><b>Controller</b> Finnish Transport and Communications Agency (Traficom)</p>	<p><b>Controller's contact details</b> PO Box 320, FI-00059 TRAFICOM, Finland kirjaamo@traficom.fi Tel. +358 29 534 5000</p> <p><b>Contact details of the controller's data protection officer</b> PO Box 320, FI-00059 TRAFICOM, Finland tietosuoja@traficom.fi Tel. +358 29 534 5000</p> <p>If your message contains confidential, secret or otherwise sensitive content or a personal identity code, please use Traficom's <a href="#">secure email</a>.</p>
<p><b>Grounds for and purpose of the data processing</b></p> <p>The basis for the personal data processing is Article 6(1)(e) of the General Data Protection Regulation (processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller).</p> <p>Traficom is conducting a customer satisfaction survey to obtain information about the data subjects' customer satisfaction and opinions on the outsourced customer service that they have received through the service provider Barona Customer Care Oy. The objective is to improve customer service quality, monitor the development of quality and identify development areas. Answering the survey is entirely voluntary and no personal data needs to be submitted in the survey.</p>	

Data content	
<p>The data undergoing processing</p>	<p>The survey is addressed to data subjects who have contacted Traficom in writing regarding the following subject areas: Vehicle registration, Vehicle taxation, Transport licences, Traficom's e-services and Watercraft registration. The data subject is asked for information regarding customer satisfaction on a numerical scale, a yes/no-statement and an open response field where the customer can write feedback.</p> <p>The survey is anonymous. No information regarding the respondents' identity is asked in the survey and we ask that the respondent does not submit any identifying personal data. When answering the survey, the respondent's IP-address is transmitted, but as a rule, Traficom is not able to connect an IP-address to individual responses.</p>

**9 May 2023**

**Reg. no. TRAFICOM/198633/00.04.00.03/2023**

	<p>Webropol uses necessary cookies for the functioning of its service platform and collects the data specified below using them. These cookies are connected to the functionality and quality control of the service.</p> <p>Webropol uses cookies to collect e.g. the following information:</p> <ul style="list-style-type: none"> <li>- operating system</li> <li>- browser version</li> <li>- IP address</li> <li>- browser add-ons</li> <li>- number of times the survey has been opened in the space of one week</li> <li>- page download time</li> <li>- incomplete responses.</li> </ul>
Sources of the processed data (where data is received from)	The data is received from the data subject in question. The data source is a questionnaire on the Webropol platform. The link to the questionnaire is sent to the data subjects who have been in contact in written form.
Storage period of personal data	Webropol will store data collected through cookies for 14 days.

<b>Data processing</b>	
Recipients and categories of recipients of personal data (to whom personal data is disclosed)	<p>Personal data is stored on the Webropol Oy (business ID: FI17739602) service platform.</p> <p>Webropol Oy and Traficom have an agreement on processing personal data.</p>
Processing of personal data on behalf of the controller	<p>When answering the survey, the respondent's IP-address is transmitted, but as a rule, Traficom is not able to connect an IP-address to individual responses. Webropol may not transfer personal data to third parties, except to specific subcontractors agreed upon by Webropol and Traficom. The following subcontractors may act as processors in accordance with the definition in the data protection regulation when serving as Webropol subcontractors to ensure and improve the development, usability and reliability of the system: Telia Inmics-Nebula Oy (business ID 2546028-1) and Qumio Oy (business ID 2466203-3).</p>
Transfer of personal data to third countries outside the EU/EEA	Personal data is not transferred outside the EU/EEA.

**9 May 2023**

**Reg. no. TRAFICOM/198633/00.04.00.03/2023**

Automated decision-making and profiling	Data processing does not involve automated decision-making or profiling.
---	--

<b>Rights related to the processing of personal data</b>	
<p><b>About exercising rights</b></p> <p>You can exercise your rights by submitting a request to Traficom by email or post. The controller's contact details are listed in this privacy statement under the section 'Controller's contact details'.</p> <p><b>The right to lodge a complaint with the supervisory authority</b></p> <p>If you believe that your personal data is being processed in violation of legislation, you may lodge a complaint with the Office of the Data Protection Ombudsman.</p> <p style="text-align: center;">Office of the Data Protection Ombudsman PO Box 800, FI-00531 HELSINKI, Finland tietosuoja(at)om.fi tel. +358 29 566 6700</p>	
Right of access	The data subject has the right to obtain from the controller confirmation as to whether or not personal data concerning him or her is being processed. If processing takes place, the data subject has the right to access the personal data. No personal data that can be used to identify the respondent is asked in connection with the customer satisfaction survey, and the survey is answered anonymously. The data subject's right to access their own personal data can be exercised only if the data subject can be unambiguously identified based on the given responses.
Right to rectification	No personal data that can be used to identify the respondent is asked in connection with the customer satisfaction survey, and the survey is answered anonymously. The data subject's right to rectification can be exercised only if the data subject can be unambiguously identified based on the given responses.
Right to object	In situations where the processing of personal data is based on public interest, the exercise of official authority vested in the controller or the legitimate interest of the controller or a third party, the data subject has the right to object to the processing of personal data concerning him or her.  The right to object can be exercised if the data subject can be unambiguously identified based on the given responses.
Right to restriction of processing	The demand to restrict the processing of data can be processed if the data subject can be unambiguously identified based on the given responses.
Right to erasure	In situations where the legal basis for the processing of personal data is something other than compliance with a legal obligation, the data

**9 May 2023**

**Reg. no. TRAFICOM/198633/00.04.00.03/2023**

	<p>subject has the right to obtain from the controller the erasure of personal data concerning him or her. The requested data will be erased unless the controller has a legal basis for refusing to erase the data, such as a legal obligation to retain the data.</p> <p>The demand to erase personal data can be processed if the data subject can be unambiguously identified based on the given responses.</p>
--	---