

HDTVOPAS.FI - CUSTOMER SATISFACTION SURVEY (WEBROPOL)

<p>Controller Finnish Transport and Communications Agency Traficom</p>	<p>Controller's contact details PO Box 320, FI-00059 TRAFICOM, Finland kirjaamo@traficom.fi Tel. +358 29 534 5000</p> <p>Contact details of the controller's data protection officer 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 secure email.</p>		
<p>Grounds for and purpose of the data processing</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>The Finnish Transport and Communications Agency is conducting a customer satisfaction survey to obtain information about satisfaction of visitors on the hdtvopas.fi website and their opinions on the usability, clarity and appropriateness. The objective of the survey is to collect experiences and feedback concerning the various functions in the hdtvopas.fi-service provided by Traficom and ideas for improving the website. Answering the survey is entirely voluntary and no personal data needs to be submitted in the survey, excluding the age of the respondent.</p>			
<p>Data content</p> <table border="1"> <tr> <td data-bbox="153 1368 475 2049"> <p>The data undergoing processing</p> </td><td data-bbox="475 1368 1458 2049"> <p>The survey provides Traficom with information on user satisfaction and development ideas concerning Traficom's website hdtvopas.fi. Any personal data entered in open responses will be removed and Traficom will process the responses anonymously. Traficom may otherwise use the information provided in its publications.</p> <p>Webropol Oy (FI17739602) 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. Webropol uses cookies to collect e.g. the following information:</p> <ul style="list-style-type: none"> - operating system - browser version - IP address - browser add-ons - number of times the survey has been opened in the space of one week - page download time - incomplete responses. </td></tr> </table>		<p>The data undergoing processing</p>	<p>The survey provides Traficom with information on user satisfaction and development ideas concerning Traficom's website hdtvopas.fi. Any personal data entered in open responses will be removed and Traficom will process the responses anonymously. Traficom may otherwise use the information provided in its publications.</p> <p>Webropol Oy (FI17739602) 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. Webropol uses cookies to collect e.g. the following information:</p> <ul style="list-style-type: none"> - operating system - browser version - IP address - browser add-ons - number of times the survey has been opened in the space of one week - page download time - incomplete responses.
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	The only piece of personal data transmitted through the survey is the respondent's IP address and age. As a rule, Traficom is not able to connect the responses given to individual respondents.
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.
Storage period of personal data	Any personal data entered in open text fields will not be stored after the end of 2024. Webropol will store data collected through cookies for 14 days.

Data processing	
Recipients and categories of recipients of personal data (to whom personal data is disclosed)	Personal data is stored on the Webropol Oy (business ID: FI17739602) service platform. Webropol Oy and Traficom have an agreement on processing personal data.
Processing of personal data on behalf of the controller	The personal data is processed by Webropol. 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 Cygate Oy (business ID 0752421-0) and Qumio Ltd (business ID 2466203-3).
Transfer of personal data to third countries outside the EU/EEA	Personal data is not transferred outside the EU/EEA.
Automated decision-making and profiling	Data processing does not involve automated decision-making or profiling.

Rights related to the processing of personal data
<p>About exercising rights</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'. You can also submit the request with the electronic form available on Traficom's website.</p> <p>The right to lodge a complaint with the supervisory authority</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 tietosuoja@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.
Right to rectification	The data subject has the right to obtain from the controller without undue delay the rectification of inaccurate personal data concerning him or her.
Right to object	<p>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.</p> <p>If a data subject uses his or her right to object, the controller must stop the processing of the personal data, unless the controller demonstrates compelling legitimate grounds for the processing which override the interests, rights and freedoms of the data subject, or for the establishment, exercise or defence of legal claims.</p> <p>If personal data is processed for direct marketing purposes, the data subject has the right to object to the processing without any specific grounds.</p> <p>In situations where personal data is processed for statistical or research purposes, the data subject may object to the processing on grounds relating to his or her particular situation, in response to which the controller must stop processing the data subject's data, unless the processing is necessary for performing a task carried out for reasons of public interest.</p>
Right to restriction of processing	<p>The data subject has the right to obtain from the controller restriction of processing if:</p> <ul style="list-style-type: none"> - the accuracy of the personal data is contested by the data subject; - the processing is unlawful but the data subject opposes the erasure of the personal data and requests the restriction of their use instead; - the controller no longer needs the personal data for the purposes of the processing, but it is required by the data subject for the establishment, exercise or defence of legal claims; - the data subject has objected to the processing of the personal data pending the verification of whether the legitimate grounds of the controller override those of the data subject.
Right to data portability	The data subject has the right to receive the personal data concerning him or her, which he or she has provided to the controller, in a structured, commonly used and machine-readable format and the right to transmit those data to another controller without hindrance from the controller to which the personal data have been provided, where the processing is based on consent or on a contract and the processing is carried out by automated means.
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 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.
Right to withdraw consent	Insofar as personal data is processed on the basis of the consent of the data subject, the data subject may withdraw his or her consent at any time by notifying the controller of the withdrawal. Withdrawing consent will not affect the lawfulness of processing carried out on the basis of the consent of the data subject before its withdrawal.