

13 May 2025

Reg. no. TRAFICOM/309795/00.04.00.03/2023

Customer satisfaction survey of Communications Services' customer service department (Webropol)

<p>Controller Finnish Transport and Communications Agency (Trafi-com)</p>	<p>Controller's contact details PO Box 320, FI-00059 TRAFICOM, Finland kirjaamo@traficom.fi telephone +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 telephone +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>Traficom is conducting a customer satisfaction survey to obtain information about the data subjects' customer satisfaction and opinions on the customer service. 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 targeted at customers who have contacted Traficom in writing. The survey is targeted at customers who have contacted Traficom about the following topics; postal services, TV and radio, information security, radio licences and frequencies, telephone and broadband or .fi domain names. The customers are asked to rate their satisfaction in the service on a numerical scale, with a yes/no statement and an open response field, in which the customer can write their own feedback.</p> <p>The survey is anonymous. Respondents are not asked to provide any information about their identity, in addition to which respondents are explicitly asked not to disclose any identifying personal data.</p> <p>Webropol uses necessary cookies for the functioning of its service platform and collects the data specified below using them. These</p>

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	<p>cookies are connected to the functionality and quality control of the service.</p> <p>Webropol collects e.g. the following information using cookies:</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.
Sources of the processed data (where data is received from)	The data is received from the data subjects themselves.
Storage period of personal data	Webropol stores data collected through cookies for 14 days.

Data processing	
Recipients and recipient groups of personal data (Disclosure)	<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>Webropol Oy (business ID: FI17739602) serves as the processor of the personal data and its subcontractors Telia Cygate Oy (business ID: 0752421-0) and Qumio Oy (business ID: 2466203-3) serve as sub-processors.</p> <p>Webropol may not transfer personal data to third parties, except to specific subcontractors agreed upon by Webropol and Traficom.</p> <p>The following subcontractors may act as processors in accordance with the definition in the data protection regulations when serving as Webropol subcontractors to ensure and improve the development, usability and reliability of the system:</p> <p>Telia Cygate Oy (business ID 0752421-0) and Qumio Oy (business ID 2466203-3).</p> <p>Updated 28.11.2023.</p>

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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	The 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'.</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, 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. The data subject's right of access can be realised only if the data subject can be unambiguously identified from the provided responses.
Right to rectification	The data subject has the right to obtain from the controller without undue delay the rectification of inaccurate or incorrect personal data. The data subject's right to rectification can be realised only if the data subject can be unambiguously identified from the provided responses.
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. A demand based on the data subject's right to object can be realised only if the data subject can be unambiguously identified from the provided responses.</p> <p>If a data subject uses his or her right to object, the controller must stop the processing of his or her 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>

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	<p>If the 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>
<p>Right to restriction of processing</p>	<p>The data subject has the right to obtain from the controller restriction of processing if:</p> <ul style="list-style-type: none"> - the data subject contests the accuracy of the personal data - the processing is unlawful, but the data subject opposes the erasure of the personal data and requests the restriction of its 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. <p>A demand based on the data subject's right to restriction of processing can be realised only if the data subject can be unambiguously identified from the provided responses.</p>
<p>Right to erasure</p>	<p>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.</p> <p>A demand based on the data subject's right to erasure of processing can be realised only if the data subject can be unambiguously identified from the provided responses.</p>