

Transport System Services' customer satisfaction survey (Webropol)

Controller	Controller's contact details
Finnish Transport and Communications Agency (Traficom)	<p>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 data processing</p> <p>The processing of personal data is based on Article 6(1)(e) of the General Data Protection Regulation and section 4, subsection 1, paragraph 2 of the Data Protection Act, which specifies the aforementioned, according to which the processing of personal data is lawful when it is proportionate and necessary for the performance of a task carried out in the public interest. Traficom is investigating the opinions of the users of its permit, monitoring, interest group and statistical information services on its products, services and operations for the digitalisation of aviation, maritime transport, rail transport and road traffic. The objective of the survey is to monitor the development of customer satisfaction and the use of Traficom services and identify development areas in traffic services provided by the authorities.</p> <p>Responding to the survey is voluntary, and the respondents are not asked to provide their identity or contact details. Any personal data entered in open responses will be removed and Traficom will process the responses anonymously. The information is only intended for use in the internal development of Traficom's Transport System Services. The reporting and processing is carried out without identifiers.</p>	

Data content	
The data undergoing processing	<p>The survey provides information on the user satisfaction as well as development ideas concerning Traficom's permit, monitoring, interest group and statistical information services related to the digitalisation of aviation, maritime transport, rail transport and road traffic. The respondents are not asked to provide personal data or contact details. Any personal data entered in open responses will be removed and Traficom will process the responses anonymously. The information received is only intended for the internal use of Traficom's Transport System Services.</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 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 are received from)	<p>The data source is a questionnaire on the Webropol platform. The link to the questionnaire is shared with customers via presentations, report forms and email. The respondents include both representatives of organisational customers as well as private individuals using the services (e.g. licence holders). The email addresses have been retrieved from the customer registers used in the course of Traficom's statutory duties.</p>
Storage period of personal data	<p>No personal data are requested. The responses received via Webropol surveys are stored on the Webropol server, and the surveys are open continuously.</p> <p>If a survey is closed, the responses to the feedback survey are stored on the Webropol service platform for 90 days from the end of the response period, after which they are transferred to Traficom's own server. Survey data deleted from the Webropol service are stored by Webropol on servers for one year after deletion, after which they are destroyed. After deletion, they will remain in Webropol's backup files for 12 months, after which the data are deleted permanently.</p> <p>In addition, Webropol stores data collected through cookies for 14 days.</p>

Data processing	
Recipients and categories of recipients of personal data (to whom personal data are disclosed)	Personal data are stored on the Webropol Oy (business ID: FI17739602) service platform. Webropol Oy and Traficom have an agreement on processing personal data. The only piece of personal data transmitted through the survey is the respondent's IP address. As a rule, Traficom is not able to connect the responses given to individual respondents.
Processing of personal data on behalf of the controller	The only piece of personal data transmitted through the survey is the respondent's IP address. As a rule, Traficom is not able to connect the responses given to individual respondents. 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 regulations 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).
Transfer of personal data to third countries outside the EU/EEA	Personal data are 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

About exercising rights

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'.

The right to lodge a complaint with the supervisory authority

If you believe that your personal data are being processed in violation of legislation, you may lodge a complaint with the Office of the Data Protection Ombudsman.

Office of the Data Protection Ombudsman
PO Box 800, FI-00531 Helsinki, Finland
tietosuoja(at)traficom.fi
tel. +358 29 566 6700

Right of access	Data subjects have the right to obtain from the controller confirmation as to whether or not personal data concerning them is being processed. If processing takes place, data subjects have the right to access the personal data. The only piece of personal data transmitted through the survey is the respondent's IP address. As a rule, Traficom is not able to connect the responses given to individual respondents.
Right to rectification	The data subject has the right to obtain from the controller without undue delay the rectification of inaccurate or incorrect

	<p>personal data. The only piece of personal data transmitted through the survey is the respondent's IP address. As a rule, Traficom is not able to connect the responses given to individual respondents.</p>
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, data subjects have the right to object to the processing of personal data concerning them.</p> <p>If data subjects use their right to object, the controller must stop the processing of their 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 the personal data are 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 are processed for statistical or research purposes, data subjects may object to the processing on grounds relating to their 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 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 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. <p>The only piece of personal data transmitted through the survey is the respondent's IP address. As a rule, Traficom is not able to connect the responses given to individual respondents.</p>
Right to data portability	<p>Data subjects have the right to receive the personal data concerning them which they have 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</p>

	contract and the processing is carried out by automated means. The only piece of personal data transmitted through the survey is the respondent's IP address. As a rule, Traficom is not able to connect the responses given to individual respondents.
Right to erasure	In situations where the legal basis for the processing of personal data is something other than compliance with a legal obligation, data subjects have the right to obtain from the controller the erasure of personal data concerning them. 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. The only piece of personal data transmitted through the survey is the respondent's IP address. As a rule, Traficom is not able to connect the responses given to individual respondents.
Right to withdraw consent	Insofar as personal data are processed on the basis of the consent of the data subject, data subjects may withdraw their 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. Responding to the survey is voluntary.