

Register of customer contacts with the driver advisory service

<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 data processing</p> <p>Personal data is processed to perform the statutory duties of a public authority. The personal data contained in this register is processed to perform the duties specified in section 2, subsection 1, paragraph 2 of the Act on the Finnish Transport and Communications Agency (935/2018). Customers can contact the Agency's service provider via customer contact forms for matters concerning driving licences and road transport personal licences to enquire about driving examinations, driving licences, personal licences for road transport and professional qualifications. To ensure the quality of customer service and protect customers' personal data, it is necessary to verify the customer's identity.</p>	

Data content	
The data undergoing processing	Customer's name and personal identity code, name and personal identity code of a person using the service on behalf of another person or organisation, email address, telephone number, name of the holder of a parking card for people with reduced mobility and a description of the matter. Recordings of calls also involve the processing of a person's voice.
Sources of the processed data (where data is received from)	The data is received from the customer by means of strong identification (name and personal identity code) and from the data given by the customer. In call recordings, the data is received from the person in question.
Storage period of personal data	Personal data collected from contact forms is stored temporarily in the data log of the VISA platform for 1 month and in ServiceNow tickets for 5 years. Call recordings are stored for 2 years.

Data processing	
Recipients and categories of recipients of personal data	As a rule, collected data is not disclosed. However, personal data may be disclosed to certain authorities (e.g. Finnish Tax Administration) based on the law.
Processing of personal data on	The data is processed by the personnel of the Finnish Transport and Communications Agency's service provider Ajovarman Oy (1033613-0).

behalf of the controller	<p>On behalf of the system provider, the data is processed by the following:</p> <p>Elisa Corporation (business ID: 0116510-6)</p> <p>Government ICT Centre Valtori (business ID: 2574261-7)</p> <p>Tietoevry Corporation (business ID: 0101138-5)</p> <p>Pinja Group Ltd (business ID: 2277884-1)</p> <p>Codecontrol Oy (business ID: 2645169-4)</p> <p>Digia Finland Ltd (business ID: 1091248-4)</p> <p>ProToppex Oy (business ID: 1003566-1)</p> <p>ManpowerGroup Ltd (business ID: 1091032-3)</p>
Transfer of personal data to third countries outside the EU/EEA	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'.</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;">The 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.
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.
Right to restriction of processing	The data subject has the right to obtain from the controller restriction of processing if:

	<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.
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