

18 March 2024

Reg. no. TRAFICOM/368205/00.04.00.03/2023

Taxi market monitoring

<p>Controller</p> <p>Finnish Transport and Communications Agency (Traficom)</p>	<p>Controller's contact details</p> <p>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</p> <p>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 processing of personal data is based on the fulfilment of the controller's statutory duties.</p> <p>Personal data is used to manage the administrative tasks of the Finnish Transport and Communications Agency prescribed by the Act on Transport Services (320/2017) and the Finnish Transport and Communications Agency's regulation for Demand and supply data for passenger transport services and price data for taxi services (TRAFICOM/420990/03.04.03.00/2020).</p> <p>The use of this register applies to the following activities:</p> <p>Act on Transport Services section 152 subsection 7: The Finnish Transport and Communications Agency must monitor the general price development of taxi transport services in different regions. License holders and brokerage service providers engaged in passenger transport have the obligation, without prejudice to business secrets, to periodically submit information on the actual prices of the taxi services they offer or broker to the Finnish Transport and Communications Agency in order to carry out the monitoring tasks referred to in this subsection and subsections 4 and 5. The Finnish Transport and Communications Agency issues more detailed regulations on the price information to be delivered, the delivery methods and the delivery times of the information.</p> <p>Act on Transport Services section 179 subsection 1: The Finnish Transport and Communications Agency shall monitor the demand for and supply of mobility services and coordinate their development. Additionally, the Finnish Transport and Communications Agency evaluates the state and functionality of the transport system, assesses the effects of this law and reports on them regularly.</p> <p>Act on Transport Services section 233 subsection 1, chapters 1 and 2: The Finnish Transport and Communications Agency maintains data for its duties stipulated in the law: 1) supply and demand of transport markets and mobility services and their development;</p>	

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2) transport volumes of different modes of transport and other indicators.

The Finnish Transport and Communications Agency can publish information based on the data in this register, from which individual actors cannot be identified.

Data content

The data undergoing processing

The register contains the following information about taxi transport license holders (hereinafter referred to as taxi companies) and providers of taxi transport brokerage services (hereinafter referred to as dispatch centres):

Monthly monitoring of dispatch centres and large taxi companies (the turnover of taxi operations in the previous year is at least 7.5 million euros):

- Business ID of the taxi company
- Name of the taxi company
- Registration number of the vehicle that undertook the journey
- Taxi journey time of order
- Taxi journey departure time
- Taxi journey arrival time
- Taxi journey response time
- Taxi journey duration
- Advance order of a taxi journey (yes/no)
- Taxi journey start location
- Journey distance
- Taxi journey order type
- Accessibility requirement of a taxi journey (yes/no)
- Additional information about a taxi journey
- Total price of a taxi journey
- Basic price of a taxi journey
- Payment method

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Annual monitoring of taxi companies:

- The notifier's name and personal identity code data are processed through the Suomi.fi identification of the Digital and Population Data Services Agency. The information is stored in case of misuse and failure, and is not used for any other purpose.
- The notifier's e-mail address information is used for automatic acknowledgement of receipt. Providing information is voluntary for the notifier and the information is not stored in the system.
- The notifier's mobile phone number information is used for automatic acknowledgement of receipt. Providing information is voluntary for the notifier and the information is not stored in the system.
- Company business ID
- Company name
- Total number of taxi journeys
- Number of KELA and social welfare and health care rides
- Number of taxi journeys requiring accessible equipment
- Professional mileage
- Taxi vehicles in use: The registration numbers of the vehicles used in taxi transport by the taxi company during the review year are reported individually.
- Number of accessible fleet
- Typical starting municipalities of taxi journeys
- Total turnover
- Taxi transport turnover
- Ordering methods
- Additional services and their pricing of special groups
- Number of taxi drivers and forms of employment
- Address for a price list published in an electronic service

Annual monitoring of a dispatch centre:

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	<ul style="list-style-type: none"> • Company business ID • Company name • Turnover • Number of dispatched taxi journeys • Unrealised municipality-specific journeys <p>Utiskirjeet.traficom.fi newsletter service is used to send email requests for information on the annual monitoring of taxi companies.</p> <p>Utiskirjeet.traficom.fi uses technical cookies to ensure the service functions properly.</p>
Sources of the processed data (where data is received from)	<p>The register's information source is the information provided by the customers and the Suomi.fi identification and authorization of the Digital and Population Data Services Agency.</p> <p>Information is retrieved from the following sources:</p> <ul style="list-style-type: none"> • The Business Information System (YTJ) • Vehicle information system (ATJ) • Transport Register (LILJA)
Storage period of personal data	<p>The data storage periods are based on the principles of the valid archiving and data control plan. The information is stored as long as it is required to carry out the statutory administrative tasks of the Finnish Transport and Communications Agency. Personal data is stored for a maximum of five years. Aforementioned applies to utiskirjeet.traficom.fi service too.</p>

Data processing	
Recipients and categories of recipients of personal data (to whom personal data is disclosed)	<p>Notwithstanding the duty of non-disclosure, Traficom has the right to disclose information it has obtained to another authority if the information is essential in order for this authority to perform its statutory duties.</p> <p>Personal data is not disclosed for any other purpose in accordance with the rules.</p>
Processing of personal data on behalf of the controller	<p>Liana Technologies (Koodiviidakko Oy, business ID 1939962-1) serves as the processor of the personal data for utiskirjeet.traficom.fi service. The email information requests for the annual monitoring of taxi companies is the only part of Traficom's taxi market monitoring where the personal data is processed on behalf of the controller.</p>
Transfer of personal data to third countries outside the EU/EEA	<p>Personal data is not transferred outside the EU/EEA.</p>

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Automated decision-making and profiling	Data processing does not involve automated decision-making or profiling.
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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 P.O. Box 800, FI-00531 Helsinki 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 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	The data subject has the right to obtain from the controller without undue delay the rectification of inaccurate personal data concerning him or her. 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 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. <p>The demand to restrict the processing of data can be processed if the data subject can be unambiguously identified based on the given responses.</p>

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Right to erasure	<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>The demand to erase personal data can be processed if the data subject can be unambiguously identified based on the given responses.</p>