

15 August 2024

Reg. no. TRAFICOM/320571/00.04.00.03/2024

Feedback survey to dispatch centres (Webropol)

<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 Transport and Communications Agency Traficom conducts a feedback survey of taxi dispatch centres to collect information on dispatch centres' experiences of using the methods and systems of collecting data in taxi market monitoring.</p> <p>Responding to the survey is voluntary. Traficom will primarily use the results of the survey internally. The survey helps to increase Traficom's understanding of dispatch centres' experiences of using the methods and systems of collecting data in taxi market monitoring. The report will help to develop the data collection used in taxi market monitoring. Traficom will not publish the matters emerging in the survey, but will use them internally instead.</p> <p>The survey is used to collect information on dispatch centres' experiences of using the methods and systems of collecting data in taxi market monitoring.</p>	

Data content	
<p>The data undergoing processing</p>	<p>Webropol uses cookies that are necessary for the functioning of its service platform and uses them to collect the data listed below. These cookies are related to monitoring the functionality and quality of the service.</p> <p>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 - The number of times the surveys have been opened during one week

15 August 2024

Reg. no. TRAFICOM/320571/00.04.00.03/2024

	<ul style="list-style-type: none"> - Page download time - Incomplete responses
Sources of the processed data (where data is received from)	<p>The email addresses of the responsible persons at dispatch centres have been obtained from public sources of information and from the register of providers of brokering and dispatch services.</p> <p>The email addresses have also been provided by the data subjects themselves.</p>
Storage period of personal data	<p>The responses collected with Webropol surveys are stored on the Webropol server until the survey is closed.</p> <p>Webropol also stores the data collected with cookies for 14 days.</p>

Data processing	
Recipients and categories of recipients of personal data (to whom personal data is disclosed)	<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>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).</p>
Transfer of personal data to third countries outside the EU/EEA	<p>Personal data is not transferred outside the EU/EEA.</p>
Automated decisionmaking and profiling	<p>Data processing does not involve automated decision-making or profiling.</p>

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>

15 August 2024

Reg. no. TRAFICOM/320571/00.04.00.03/2024

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.

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

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

15 August 2024

Reg. no. TRAFICOM/320571/00.04.00.03/2024

	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.