

**Privacy policy**

The data controller's informing  
the data subject

EU's General Data Protection Regulation, (2016/679),  
Articles 13 and 14

1.1.2025

## **Information about the personal data filing system**

**1. Name of the filing system**

Customer feedback personal data filing system

**2. Purpose of personal data processing**

The purpose is to process customer feedback. The feedback is used to develop the services of the City of Tampere's employment and growth services, and reports and various summaries can be made from them.

**3. Data controller**

City of Tampere, business ID FI02116752

**4. Individual responsible for the filing system: name, position, and contact information**

Director of Employment and Growth Regina Saari City of Tampere,

P.O. Box 487, 33101 Tampere

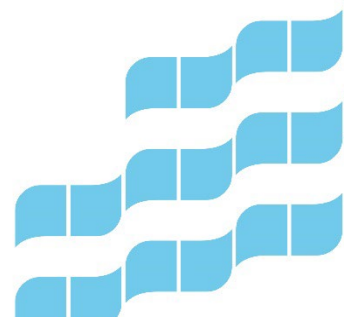
tel. 03-565 611 (city switchboard) [City of Tampere / Contacts](#)

**5. Filing system contact person and contact information**

Specialist Satu Ala-Kaarre

P.O. Box 487, 33101 Tampere

tel. 03-565 611 (city switchboard) [City of Tampere / Contacts](#)



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**6. Processing of personal data is outsourced on agreement**

☐ No

☒ Yes

Further information on outsourced processing, if necessary:

Customer feedback system providers

**7. Legal basis for the processing of personal data**

A)

☒ Public interest/Exercise of official authority

☐ Statutory obligation

☒ Consent

☐ Performance of a contract

B)

☐ The filing system belongs to an obligatory function of the public administration

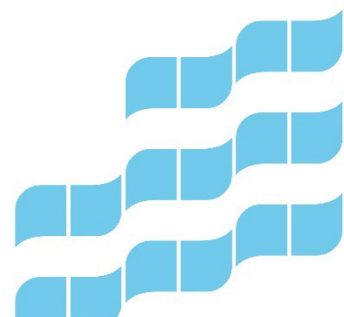
☒ The filing system belongs to a voluntary function of the public administration

C)

Data in the filing system are used for automated individual decision-making, including  
profiling

☒ No

☐ Yes



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**8. Personal data, data sources and data disclosure**

Personal data in the filing system

Description of the categories of data subjects and types of personal data:

Information is collected when necessary:

- Contact information, such as name, email address or telephone number
- Municipality of residence, age, level of education, native language, duration of unemployment
- Employment status, Business ID
- Information stated in the feedback form and/or information from open feedback
- Information about services

**9. Filing system data maintenance systems (name(s) of the system/application)**

Roidu customer feedback system, Telia ACE, M365, E-form, ZEF questionnaire, Requeste feedback system

**10. Filing system contains hard copy (paper) material**

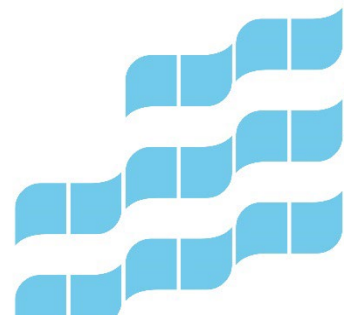
☐ No

☒ Yes

**11. Data sources**

Customer feedback information is obtained from the person providing the feedback when they fill out the feedback form. The feedback processing system can also import information from the person providing the feedback through other means (for example, email or face-to-face).

Depending on the feedback channel, the customer can leave their contact information for contact.



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**12. Data protection principles**

The storage, archiving, erasure and other processing of data is guided through archiving plans and data security and protection guidelines. Information stored electronically in the filing system is protected in such a way that only authorised people have access to it. Each user undertakes an obligation concerning the use and confidentiality of the data and information systems when receiving access rights.

**13. Disclosure of personal data**

Regular disclosure of data

☐ No

☒ Yes

Please specify where: To providers of statutory employment services or, with the customer's consent, to other service providers.

**14. Transfer of personal data to a third country or to an international organisation (outside the EU or the European Economic Area (EEA))**

☒ No

☐ Yes

**15. Personal data storage periods/criteria for determining the storage period**

Storage complies with the City's archiving plans.

**16. Data subject's rights**

The data subject's rights and instructions for exercising them are available from  
[tampere.fi/tietosuoja](https://tampere.fi/tietosuoja) and the City's Record Office

