TAMPERE. FINLAND

PRIVACY POLICY

The data controller's informing
the data subject

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

1.1.2026

Information about personal data filing system

1. Name of the filing system

Customer service register of Tampere service point

2. Purpose of personal data processing

The processing of personal data is carried out to authenticate and perform service transactions,

to ensure quality, to ensure legal security, to develop operations and for the training of

Tampere service point personnel. Calls are recorded.

Legislation guiding the operation:

- EU General Data Protection Regulation (2016/679)
- Data Protection Act (1050/2018)
- Act on Information Management in Public Administration (906/2019)
- Administrative Procedure Act (434/2003)
- Parking Control Act (727/2011)
- Act on the Openness of Government Activities (621/1999)
- Act on the Provision of Digital Services (306/2019)

3. Data controller
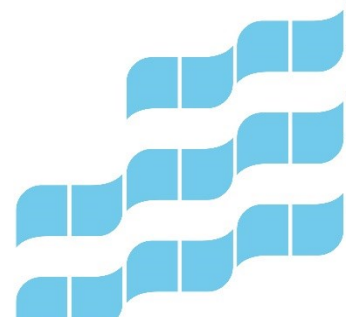
City of Tampere, business ID FI02116752

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

Director Reija Linnamaa

City of Tampere,

PO Box 487, FI-33101 Tampere

tampere.fi/en/contact-us

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5. Filing system contact person and contact information

Service Manager Hanna-Leena Björk

City of Tampere,

PO Box 487, FI-33101 Tampere

hanna-leena.bjork@tampere.fi

tampere.fi/en/contact-us

6. Processing of personal data is outsourced on agreement

☐ No

☒ Yes

Tasks related to maintenance of electronic systems and application support are outsourced
under assignment agreements.

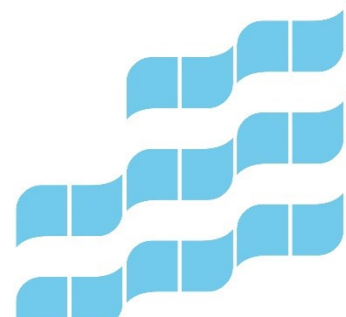## 7. Legal basis for the processing of personal data

A)

☐ Public interest / Exercise of official authority

☐ Legal obligation

☒ Consent

☐ Performance

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

Personal data, data sources and data disclosure

8. **Personal data in the filing system**

   Personal information provided by the customer himself, such as name, email, phone number
   and others personal data that may have come during the service event.

9. **Filing system data maintenance systems (name(s) of system(s) or applications(s))**

   Service transactions are recorded in the Matrix42 system. Information is also processed with
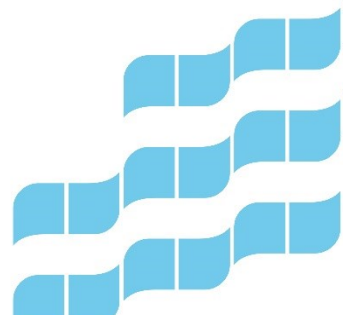   the Microsoft 365 service such as e-mail if necessary.

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

    ☒ No

    ☐ Yes

11. **Data sources**

    The data source of the register is the customer.

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12. Data protection principles

The storage, archiving, deletion and other processing of data are governed by file plans, data protection guidelines and information security guidelines. Only authorised persons have access to data processed by electronic means. Each individual accepts a Non-disclosure/Secrecy agreement (an agreement on the non-disclosure and use of data and information systems) when granted user rights.

13. Disclosure of personal data

Regular disclosure of personal data

☒ No

☐ Yes

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

☒ No

☐ Yes

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

Storage is governed by the City of Tampere file plans.

16. Data subject's rights

The rights of the data subject and instructions on how to exercise them are describer at tampere.fi/en/data-protection-and-information-management/privacy-policies and are also available at the City registry office.