

Processing of personal data in carrying out service requests: Service Desk and service-specific customer service channels

Turku University of Applied Sciences uses several different customer service channels in its operations. The service channel customers (e.g. TUAS students, employees, stakeholders) can send service requests to these channels e.g. by email, by different forms, by telephone or by visiting the customer service desks. In processing service requests, several different information systems are utilized, such as email and a service request management system.

Service requests are processed at TUAS' Service Desk and in service-specific customer service channels. This data privacy notice describes the processing of personal data related to service requests to Service Desk. The notice is also applied to the processing of other service requests, if this has been separately stated elsewhere.

Data Controller	Turku University of Applied Sciences Ltd Joukahaisenkatu 3, 20520 TURKU Telephone exchange +358 (0) 2 263 350 kirjaamo@turkuamk.fi
Person(s) in charge	Head of Learning Environment Services Mika Suutari and the owners of the services related to the service requests.
Contact information of Data Protection Officer	Timo Vaskikari, Data Protection Officer (TUAS), +358 50 598 5868 Please contact in all data protection related matters: tietosuoja@turkuamk.fi The messages sent to this address are processed by the Data Protection Officer (DPO) and a data protection specialist working with him and as his substitute.
Purpose of processing the personal data	<p>The personal data of customers (e.g. TUAS students, employees, stakeholders) is processed to offer support services, to perform support and service requests and to carry out interaction between the customer and experts as a part of processing the service requests.</p> <p>The personal data must be processed so that we know to whom we are offering the service. We have to be able to separate if we are dealing with a member of our own staff, our student or other customer.</p> <p>Personal data can be transmitted to a third party, if the request applies a service acquired from the third party.</p> <p>We also process the personal data of the experts and third parties related to offering the support service and performing the service requests. This is essential so that the customer and other parties know who has participated in solving the requests.</p> <p>The legal basis of processing the personal data is case-specific. In general, offering support services and solving service requests is based on pursuing</p>

	<p>legitimate interests of the data controller or a third party. (General Data Protection Regulation, Article 6, Section 1, Sub-section f.) The service request may also be related to handling the business of staff and students, and thus the legal basis may change on a case-by-case basis.</p>
<p>Processed categories and storage times of personal data</p>	<p>For example the following data on a customer, expert or third party may be processed:</p> <ul style="list-style-type: none"> • first name and last name • email address and phone number • student ID code, user ID or other individualizing data <p>In addition, data related to the service request is processed:</p> <ul style="list-style-type: none"> • Description of the request. • Other information and communication related to processing the request. • On a case-by-case basis, other statistical data, such as the manner of receiving the request, the manner of doing business, campus, room etc. <p>The data related to the service request is mainly and primarily received from the customer. If needed, information essential for solving the service request may be retrieved from other sources, such as TUAS' student register, user management, the personal information in Messi intranet, from the staff and stakeholders.</p> <p>The information related to performing and solving the service request are necessary for TUAS' operations also after the service request has been processed. The data content is stored service-specifically for a separately defined period. Counting the time starts from the end of processing the service request. Data content, which has become unnecessary for the operations, is deleted or processed thus that the person is not identifiable from the data content.</p>
<p>Receivers or receiver groups of personal data</p>	<p>Information related to the service request, incl. personal data, can be transferred within TUAS to different units to solve the service request. Personal data can be transmitted to a third party outside TUAS, if the request applies a service acquired from the third party.</p>
<p>Essential information regarding transfer of data to third countries (outside the EU or EEA countries)</p>	<p>As a rule, data is not transferred outside the EU or EEA area. Personal data may be transferred outside the EU or EEA area, if the service request is related to a third party operating outside the area and solving the service request requires transmitting the data. In these cases, only the data essential for solving the service request is transmitted.</p>
<p>Principles of data protection</p>	<p>We use the necessary technical and organizational means of data security in order to protect the data from unjust access, disclosure, deletion or other unjust processing. These means include firewalls, cryptology, using secure equipment compartments, appropriate access control, controlled granting of user rights and monitoring their use.</p> <p>Access to data in the information systems related to processing service requests has been limited with user IDs, passwords and levels of user rights. An individual</p>

	<p>can process and view information necessary for his/her work. People who work in information system maintenance tasks are under obligation to maintain secrecy.</p> <p>TUAS' own server equipment is located in a locked room, which a limited number of people can access. TUAS can also utilize external system suppliers. An agreement on implementing the service, processing the personal data and information security is made with each supplier.</p>
<p>Data subject rights and responsibilities</p>	<p>You (e.g. TUAS student, employee, customer) have the right to know how we process your personal data. You can request for access to your personal data and rectification regarding incorrect or insufficient information.</p> <p>You can request for erasing your personal data or restricting the processing of your personal data. The right to be forgotten (data erasure) is not valid if we process your personal data in order to comply with statutory obligations or if the processing of your personal data takes place in order to carry out a task regarding public interest or to exercise the public authority of TUAS.</p> <p>You have the right to receive the personal data you have provided us with and to transmit that data from one system to another if the processing of personal data is based on your consent or an agreement and the processing takes place by automatic methods.</p> <p>You have the right to object the processing of your personal data if the processing takes place in order to carry out a task regarding public interest or to exercise the public authority of TUAS or if we process your personal data on the basis of our so-called legitimate interest. TUAS will stop the processing, unless we can demonstrate that there is a significantly important and justified reason for the processing and it overrides the data subject's interests and freedom, or the processing is necessary for the establishment, exercise or defence of a legal claim.</p> <p>No profiling is carried out on the basis of personal data.</p> <p>Our purpose is to describe the processing of personal data as extensively and transparently as possible in this data protection notification and we aim to develop the content of the notification. We will notify of significant changes in accordance with what is required by law.</p> <p>Please contact the DPO if you have any questions regarding data protection or if you wish to use your related rights. If necessary, you can also contact the controlling authority (Office of the Data Protection Ombudsman) that controls the processing of personal data in Finland.</p> <p>The contact details of the DPO can be found in the beginning of the privacy notice. All requests are processed on a case-by-case basis.</p>