

# Privacy notice – Switchboard services at Tampere Universities community

## 1. Data controller

The controller of the personal data processed for the purposes of switchboard services at Tampere University is Tampere University:

Tampere University (Tampere University Foundation sr)  
address Kalevantie 4, FI-33100 Tampere  
Business ID 2844561-8

Switchboard: +358 (0) 294 5211.

The controller of the personal data processed for the purposes of switchboard services at Tampere University of Applied Sciences is Tampere University of Applied Sciences Oy:

Tampere University of Applied Sciences Oy  
address Kuntokatu 3, FI-33520 Tampere  
Business ID 1015428-1

Switchboard: +358 (0) 294 5222.

Based on the agreement for the organisation of centralised services, Tampere University of Applied Sciences Oy provides switchboard services for the entire Universities community.

## 2. Contact person in matters related to the register

Head of Campus Services, Facilities Management  
E-mail: [tila-helpdesk@tuni.fi](mailto:tila-helpdesk@tuni.fi)

## 3. Data Protection Officer

Data Protection Officer at Tampere University  
Email: [dpo@tuni.fi](mailto:dpo@tuni.fi)

Data Protection Officer at Tampere University of Applied Sciences  
E-mail: [tietosuoja.tamk@tuni.fi](mailto:tietosuoja.tamk@tuni.fi)

## **4. Purpose of processing personal data and the legal basis for processing**

The information is used for the implementation and development of the switchboard services and for solving technical problems.

Of the calls made or returned to the switchboard, the caller's conversation with the switchboard service is recorded. If necessary, a recording of the conversation with the caller is used to ensure the quality of the service. Before the recording is started, the caller is replayed a notification about the recording of the call.

The ground for processing personal data is the legitimate interest of the controller (EU's General Data Protection Regulation (EU) 2016/679, Article 6.1(f).

## **5. Contents of the register**

Basic information recorded of each call:

- Type of contact (called or returned call)
- Time of call
- Phone number of the caller
- Queuing time of the caller and response time of the switchboard service
- Duration of call (termination or forwarding time)

Information related to the service event, for example:

- Possibly the name and contact information of the caller
- Purpose of contact
- Name or identification of the customer service representative handling the service transaction
- Information about the person called to, such as their phone number

The caller's conversation with the switchboard service is recorded.

## **6. Regular sources of information**

The information about the caller is obtained from:

- the data subjects
- the data generated during the phone call
- the recording of the discussion with the switchboard service.

Data of the controller's personnel:

- the controller's personnel information system, reachability from the employee time tracking system and the e-mail calendar

## **7. Regular disclosure of data and recipients**

As a rule, the personal data collected of the controller's personnel register are not disclosed.

Processing of personal data in the register is outsourced by a commission agreement. Based on the agreement for the organisation of centralised services, Tampere University of Applied Sciences Oy provides switchboard services for the entire Universities community. An agreement on the processing of personal data in accordance with the EU's General Data Protection Regulation (2016/679) has been concluded between the parties.

Operator services are provided by Elisa Oyj. The recordings of switchboard services are processed by Dynava Oy, a contractor of Elisa Oyj providing operator services. An agreement on the processing of personal data in accordance with the EU's General Data Protection Regulation (2016/679) has been drawn up with the service provider.

## **8. Transfer of data outside the EU and EEA**

Data in the register will not be transferred to a third country or to an international organisation outside the EU or EEA.

## **9. Personal data retention period or criteria for determining the retention period**

Phone call recordings are stored for a maximum of one month after they were made. For a justified reason, the time may be extended to investigate an individual service event, disruption event, or abuse situation. After the end of the storage period, the recordings will be permanently destroyed.

## **10. Rights of data subjects**

Data subjects have the following rights under the EU's General Data Protection Regulation (GDPR):

- Right of access to personal data
  - Data subjects are entitled to find out whether their personal data is held by the University and to confirm what personal data has been saved.
- Right to rectification
  - Data subjects have the right to have any incorrect, inaccurate or incomplete personal details held by the University revised or supplemented without undue delay. In addition, data subjects are entitled to have any unnecessary personal data deleted.
- Right to erasure
  - In exceptional circumstances, data subjects have the right to have their personal data erased from the Data Controller's records (right to be forgotten).
- Right to restrict processing
  - In certain circumstances, data subjects have the right to request the University to restrict processing their personal data until the accuracy of their data has been appropriately reviewed and revised or supplemented.
- Right to object
  - In certain circumstances, data subjects may at any time object to the processing of their personal data for compelling personal reasons.
- Right to lodge a complaint with a supervisory authority
  - Data subjects have the right to lodge a complaint with a supervisory authority in their permanent place of residence or place of work if they consider the processing of their personal data to violate the provisions of the EU's General Data Protection Regulation (EU 2016/679). In addition, data subjects may follow other administrative procedures to appeal against a decision made by a supervisory authority or seek a judicial remedy.
    - Contact details of the national supervisory authority: Office of the Data Protection Ombudsman, P.O. Box 800, FI-00521 Helsinki, [tietosuoja@om.fi](mailto:tietosuoja@om.fi)

Requests related to exercising the rights of the data subject should be submitted to the contact person of Tampere Universities community's switchboard register mentioned in section 2 above.

This data privacy notice was updated on 19 October 2023 and 26 October 2023. Key changes: Contact details of Data Protection Officer at Tampere University of

Applied Sciences added, a more detailed description of recording of the conversations with the switchboard services, as well as the storage period of the recordings added.