Tampere University

Privacy Notice for the Case Register and the Tampere University eServices Platform

Effective from November 3, 2026

Why we process your personal data

Tampere University maintains a case register that documents current and past cases processed by the university. Information related to cases, case processing, and associated documents falling within the university's statutory duties and areas of responsibility is recorded in the case register. This includes, for example, documents that have been sent and received, cases initiated through the Tampere University eServices Platform and their related documents, information on case handling phases, and details of measures taken. Key datasets include, for instance, decision-making documents, notifications, and materials related to appeals. The primary purpose of processing this data is to manage and resolve cases in accordance with legislation. The data is used to coordinate case-related measures, monitor processing times, and guide the processing procedures. The data is also used for implementing document publicity, processing information requests, and planning and guiding the university's operations. Certain data is archived for the preservation of national cultural heritage.

What personal data we process

The search criteria and content of the data and documents stored in the case register vary between different sections and information pools. The university's organizational identifier, information identifying the operational process, and the date on which the matter was initiated are recorded for all cases. The following information about a document received by the university must be documented: the sender or the party acting on behalf of the sender (legal entity or natural person), the method of delivery, and the document's identifying information. For documents created by the university, at least the creator of the document (university and, if necessary, the creator's information), the date of creation, and the document's identifying information are documented. In addition, the case register contains at a minimum the name of the party initiating the case (legal entity or natural person) and, if necessary, other parties involved, the status of the case, the measures taken, and the documents processed at each handling phase.

Names are used as unique identifiers in documents and cases. If it is necessary to distinguish data from other data or to verify data access rights, the relevant material for the case may include a personal identification number or other national personal identifier. For the purposes of responding, notification and communication, your contact

information, such as your email address or the contact information of the organization you represent, will be stored in the case register if necessary. The case documents may contain personal data that has been submitted to the university in connection with handling the case or that has been requested from the university. At least the name and the time of processing are documented in the case register for the person who prepared or decided on the case.

Why we may process your personal data

Your personal data is processed in accordance with Article 6(1)(c) of the EU General Data Protection Regulation (2016/679) to comply with the university's legal obligations, and in accordance with Article 6(1) (e) for the performance of a task carried out in the public interest or in the exercise of official authority vested in the university. In accordance with Article 25 of Act on Information Management in Public Administration (906/2019), universities shall maintain a case register of matters that are being and have been considered by the university. The university's mission, status and jurisdiction are laid down in Articles 2, 3 and 23-30 of the Universities Act (558/2009). We comply with the legislation generally applicable to official activities, including Article 8 of the Administrative Procedure Act (434/2003) and Articles 5-6 of the Act on Electronic Services and Communication in the Public Sector (13/2003).

Archiving is regulated by the Archives Act (831/1994) and the regulations issued based on it. In accordance with the Archives Act, archiving must be carried out in such a way that it supports the performance of the duties of the archiver, ensures the right of individuals and communities to access public documents, and appropriately considers data protection and legal safeguards. It must also ensure the availability of documents related to the legal protection of individuals and communities, and that documents serve as sources of information for research.

Data is also used to implement document publicity and to process information requests, in accordance with the Act on the Openness of Government Activities (621/1999).

If it is necessary to process data belonging to specific categories of personal data, it shall be carried out in accordance with Article 9(2)(g) of the General Data Protection Regulation (2016/679) and Article 6(1)(2) of the Finnish Data Protection Act (1050/2018), which is provided for by law or that directly results from a statutory duty assigned to the data controller.

The university's criminal records are documented in the case register and retained for 10 years. The right to retain this data is based on Article 10 of the General Data Protection Regulation (GDPR), Section 7(1) of the Finnish Data Protection Act (1050/2018), and Section 21 of the Act on Information Management in Public Administration (906/2019). If it is necessary to process data related to criminal convictions or offenses, such processing is carried out under Article 10 of the GDPR and the Finnish Data Protection

Act and is explicitly permitted either by European Union legislation or Finnish national law.

Where do we obtain the necessary personal data required for processing

The personal data collected is obtained directly from you when you contact the university regarding a matter within its jurisdiction or responsibility, or when you initiate or handle a matter as a representative of the university. Your data may also be obtained from another party initiating the matter, dealing with the university, or handling the matter, such as an applicant, a party concerned, your home organization, or another authority.

Personal data processors and data disclosures

Within the university, access to the data is given to those who are preparing or making decisions regarding the matter and to others who need access to the information to perform their duties.

The university has outsourced the processing of data in the case register to the following suppliers (processors) who have or may have access to personal data:

Name of Processor	Location of Processor	Supplier Service	Geographical Location of Processing
Innofactor Oy	Finland	Case Management System (Aarre) and the Tampere University eServices Platform	Finland
Sarake Oy	Finland	Electronic Archiving Service (Louhi)	Finland
Efecte	Finland	Service Ticket Management System (Efecte)	EEA
Microsoft	EU/EEA	Email Software (Microsoft Outlook)	EU/EEA
Sarake Oy	Finland	Electronic Signature Service (TUNI Sign)	Finland

No regular disclosures are made from the case register.

Personal data in the case register may be disclosed in accordance with the Act on the Openness of Government Activities (621/1999) as follows:

- Upon request, everyone has the right to access an official document in the public domain. (9 §).
- Public personal data is sent to the parties concerned to fulfill the obligation to provide information and in response to a request for information (11 §).
- Everyone has the right to access data concerning themselves (12 §).
- Confidential personal data may only be disclosed with the consent of the individual concerned, or if the disclosure or the right to obtain the data is explicitly provided by law (26 §).
- Confidential personal data may, upon request, be disclosed in individual cases for scientific research, statistical purposes, or for planning or investigative work by an authority, provided that the disclosure does not compromise the data subject's rights (28 §).
- Confidential data may be disclosed to an authority upon request, if the authority has the legal right to access the data (29 §).

Transfer of data outside the EU or EEA

We do not transfer your personal data outside the EU/EEA area.

How long do we keep your personal data

Retention periods for personal data are defined in the information management plan (TOS) based on the type of case and data. Most data is retained for a maximum of ten years. Once the defined retention period has expired, the data is permanently deleted, unless the archival authority has issued a specific order or permission for its preservation.

Your rights related to the processing of personal data

As a data subject, you have the following rights:

- The right to be informed about the processing of personal data (Articles 12–14)

You have the right to know for what purposes and in what ways your personal data is processed. This privacy notice aims to provide that information. For further information, please contact us using the contact information provided below.

- The right of access (Article 15)

  You have the right to know whether we process personal data concerning you. If we do, you have the right to receive a copy of such data, unless we have a lawful basis to refuse the request

- The right to rectification (Article 16)

  If your personal data is inaccurate, you may request that it be corrected. If data is rectified based on your request, we will, where possible, inform those to whom the data has been disclosed

- The right to restriction of processing (Article 18)

  If you believe that the personal data we process about you is inaccurate, is being processed unlawfully, or you have objected to the processing of your data, you may request that we restrict the processing of your personal data. In such cases, we may only process your data:

  - with your consent
  - for the purpose of preparing, presenting, or defending a legal claim
  - for reasons of important public interest or
  - to protect the rights of another person

  If we restrict the processing of your data based on your request, we will, where possible, inform those to whom the data has been disclosed.

- The right to object (Article 21)

  Based on your personal specific situation, you have the right to object to the processing of your personal data when the legal basis for processing is the performance of a task carried out in the public interest, the exercise of official authority, or the legitimate interest of the university. If you object to the processing, your data may only be processed if there is a compelling and legitimate reason to do so.

- Right to lodge a complaint with a supervisory authority (Article 77)

  You have the right to lodge a complaint with a supervisory authority if you believe

that the processing of your personal data violates applicable data protection legislation. In addition, you have the right to pursue other administrative remedies and legal actions.

Contact details of the supervisory authority in Finland:

P.O. Box 800, FI-00531 Helsinki, Finland
Email: tietosuoja@om.fi
Phone: +358 29 566 6700
Website: www.tietosuoja.fi

You may send any questions or requests related to your personal data by email to: tau@tuni.fi

Or by mail to:
Tampere University / eServices Platform
Kalevantie 4
FI-33014 Tampere University, Finland

Contact details of the data controller

Tampere University Foundation sr (Business ID: 2844561-8)
Kalevantie 4
FI-33014 Tampere University, Finland
Email: tau@tuni.fi
Phone: +358 (0) 294 52 11 (University switchboard)

Contact persons for matters related to data processing:

- Jorma Viikki, Information Management Specialist, Operations Management and Administrative Services, Case Management
- Soile Harjala, Information Management Specialist, Operations Management and Administrative Services, Case Management

Email: tau@tuni.fi

Contact details of the Data Protection Officer:
Tampere University Foundation sr (Business ID: 2844561-8)
Kalevantie 4
FI-33014 Tampere University, Finland
Email: dpo@tuni.fi
Phone: +358 (0) 294 52 11 (University switchboard)