
Telephone calls to and from the customer service of the Finnish Immigration Service

Controller

Finnish Immigration Service
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Contact person for the register

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Contact information for the controller's data protection officer

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Purpose of and legal basis for processing of personal data

The purpose of processing the personal data in this register is customer service and guidance at the customer service numbers +358 295 419 600 and +358 295 419 601 of the Finnish Immigration Service. In the beginning of a call, the customer will hear a message informing the caller that the call will be recorded.

The Finnish Immigration Service uses the data in the register for planning and developing its services and service channels, as well as for securing the quality and controlling the legality of customer service.

Persons assessing, developing and compiling statistics on service quality as well as the administrators of the system have access to all recordings. Officials only have access to recordings of their own calls.

The processing of customer calls and the identification of callers in connection with disclosure of data are based on Article 6(1)(c) of the General Data Protection Regulation (EU 2016/679).

Categories of personal data

The following identification data on persons is registered in connection to calls to and from the customer service number of the Finnish Immigration Service:

- telephone number of the caller
- name and telephone number of the official.

The entire calls are recorded automatically. The data content consists of information provided by the caller, and may include for instance the following personal identification data:

- name
- date of birth
- personal identity code
- citizenship
- language of contact
- address information
- telephone number
- email address
- housing details
- family details
- information about other service and customer transactions.

The data may include special categories of personal data, including the following personal data:

- data revealing racial or ethnic origin
- data on political opinions
- data concerning religious or philosophical beliefs
- data on trade union membership
- data concerning sex life or sexual orientation
- data concerning health
- genetic data
- biometric data.

The recording of a call begins when an official of the Finnish Immigration Service answers the call. The recording ends when the caller or the official ends the call. Calls are recorded also in those cases when an official calls a customer.

Sources of personal data

The data is acquired from the caller or the customer over the phone.

Recipients for personal data

As a rule, no data is disclosed to entities outside the Finnish Immigration Service.

Transfer of data to countries outside the EU or the EEA

No data is transferred outside the EU or the EEA or to international organisations.

Personal data storage times

The recordings are stored for one (1) year from their recording. The deleted information is erased using appropriate methods.

Right of access to personal data

You have the right to receive confirmation from the controller on whether or not your personal data is being processed and, if it is being processed, the right of access to the personal data.

You have the right to request and be provided with access to the personal data recorded and processed. The information can be requested from the above-mentioned contact person for the register or from the email address of the Registry of the Finnish Immigration Service at migri@migri.fi.

You cannot get access directly to the information systems of the Finnish Immigration Service to inspect your data. Your right of access to your personal data may be restricted in accordance with section 34 of the Data Protection Act (1050/2018) or with section 11, subsection 2 of the Act on the Openness of Government Activities (621/1999).

Right to rectification or supplementation

If you notice that your data is inaccurate or incomplete, you can request the data to be corrected. In such a case, please tell us which information is inaccurate or incomplete, why you consider it to be inaccurate or incomplete, and how the information should be rectified or supplemented.

The rectification or supplementation request should be sent to the above-mentioned contact person for the register or to the email address of the Registry of the Finnish Immigration Service at migri@migri.fi.

Right to restriction of processing

If you have indicated that your data is inaccurate, you also have the right to request that the processing of the data is restricted until its accuracy has been verified.

Notification concerning processing of personal data and right to lodge a complaint with the supervisory authority

If you wish to report a problem concerning the processing of your personal data, you should first contact the contact person for this register or the data protection officer of the Finnish Immigration Service (see contact details above). You also have the right to lodge a complaint with the supervisory authority concerning the processing of your data. In Finland, the Office of the Data Protection Ombudsman serves as the supervisory authority. The website of the Office of the Data Protection Ombudsman can be found at tietosuoja.fi.