



Record of processing activities as required by Article 30 of the General Data Protection Regulation

Chatbot and customer service chat of the Finnish Immigration Service

1. Controller

Finnish Immigration Service

2. Contact person in matters concerning the register

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3. Name of register

Chatbot and customer service chat of the Finnish Immigration Service

4. Purpose of processing personal data

The purpose of the register is to ensure that customers who use the chatbot and the customer service chat of the Finnish Immigration Service get correct answers and good quality service as well as to improve the performance of the tool. Chat conversations may also be used to train the customer service staff of the Finnish Immigration Service and when planning content for new instructions.

5. Contents of the register and the categories of data subjects

Data subjects are customers of the Finnish Immigration Service who use the automated customer service chatbot.



The entire conversation between the customer and the automated chatbot/customer service agent will be recorded in the customer service system.

The service does not require identification, and the content of the answers is obtained from publicly accessible sources. Instructions on how to use the chat service are available for customers. Customers are not asked to provide any personal data, and they cannot handle their personal matters in the chat.

If a client ignores the instructions and enters personal data into the chat (character sequences such as 123456-abcd, 123456, 01.01.1900), this data will automatically be deleted and it will not be entered in the register.

6. Regular sources of data

The data to be entered in the register comes from clients who write into the chat window during a customer service encounter in the chat.

7. Storage periods

Chat conversations are stored for a maximum of two years, after which they will be deleted.

8. Categories of recipients to whom personal data may be disclosed

As a rule, no conversations will be disclosed.

9. Transferring personal data to a third country or international organisations

No data is transferred to a third country or to international organisations.

10. Technical and organisational security measures

A Manual data

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B Automatically processed data

Employees who use the chat service system have personal user IDs and passwords.