

Please read the instructions before filling in the form. Use an attachment, if necessary.

**PRIVACY STATEMENT**  
**Personal Data Act (523/1999), sections**  
**10 and 24**

Date of drafting: 17 May 2018
----------------------------------

<b>1a</b> <b>Controller</b>	Name: Finnish Immigration Service
	Address: PO Box 10, FI-00086 MAAHANMUUTTOVIRASTO, Finland  Other contact details (telephone number during office hours, e-mail address): Switchboard +358 295 430 431 E-mail: migri@migri.fi
<b>2</b> <b>Contact person in matters concerning the register</b>	Name: Tuija Mikkonen and Kaj Välimäki
	Address: PO Box 10, FI-00086 MAAHANMUUTTOVIRASTO, Finland  Other contact details (telephone number during office hours, e-mail address): Switchboard +358 295 430 431 E-mail: migri@migri.fi
<b>3</b> <b>Name of register</b>	Register of contacts with and reasons for contacting the telephone service of the Finnish Immigration Service
<b>4</b> <b>Purpose of processing personal data</b>	When calling the telephone service of the Finnish Immigration Service, the caller's telephone number or a note on an unknown number is saved in the contact history of the call centre system.  Calls are answered using a system called Capricode, which is maintained by the Government ICT Centre (Valtori).  The purpose of processing personal data is to track the number of unanswered calls and to monitor variations in demand. For each call, the reason for contacting the telephone service will be recorded in the register. When required, a register entry will also be recorded in the UMA system.
<b>5</b> <b>Content of the register</b>	The register is based on the customer choosing to disclose his or her personal data, which in this case means that the customer allows his or her phone number to be visible when calling the telephone service.  The register of contacts with and reasons for contacting the telephone service of the Finnish Immigration Service contains - customer's phone number

	<ul style="list-style-type: none"> <li>- time and duration of call</li> <li>- reason for contacting the telephone service, as described by the customer service adviser.</li> </ul>
<b>6 Regular sources of data</b>	The telephone number from which the call is made will be saved in the system.
<b>7 Regular destinations of disclosed data</b>	Data may be disclosed only for a specific purpose that is laid down in law, when the police or some other competent authority submits a written request that specifies the data to be disclosed.
<b>8 Transferring data outside the EU or the EEA</b>	The data will not be transferred outside the EU or the EEA.
<b>9 Principles of register security</b>	<p>A Manual data:</p> <p>No manual data</p> <p>B Automatically processed data:</p> <p>Access to the contact history of the Capricode system is limited. The call centre system is managed by the Customer Relations and Communications Unit and the ICT Office. The Customer Relations and Communications Unit drafts reports and enters them into the information system of the Finnish Immigration Service without information on the contact or other personal data. All employees of the Finnish Immigration Service have access to this information system.</p> <p>The data will be stored in the database of the information systems as long as is necessary for operations and reporting. After this, the data will be deleted.</p>
<b>10 Right to inspect</b>	The data subject has a right to inspect the data on him or her that has been entered in the register. To use his or her right to inspect, the data subject must submit a written request to the contact person responsible for the register (see section 2).
<b>11 Right to rectification</b>	The data subject has the right to require the controller to rectify erroneous data and to use the rights laid down in the Personal Data Act. To use his or her right to rectification, the data subject must submit a written request to the contact person responsible for the register (see section 2).
<b>12 Other rights regarding the processing of personal data</b>	