

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

1a Controller	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
2 Contact person in matters concerning the register	Name: Sari Pääkkönen 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
3 Name of register	Electronic feedback system of the Finnish Immigration Service
4 Purpose of processing personal data	The purpose of the feedback system is to gather feedback, ideas and proposals. The Finnish Immigration Service advises customers not to write any personal data in their feedback. It is possible to send feedback anonymously.
5 Content of the register	The register is based on the customer choosing to disclose his or her personal data in the feedback they provide. The register for the electronic feedback system contains <ul style="list-style-type: none"> - feedback sent by the customer - feedback recorded in the register on behalf of the customer - possible personal data that the customer has chosen to include in his or her feedback (name, date of birth/personal identity code, e-mail address, phone number, customer number).
6 Regular sources of data	Only data that the user chooses to include in his or her feedback will be recorded in the system. If feedback is given over the phone or at a service point, the customer service agent may record it in the register on behalf of the customer.
7	Data may be disclosed only for a specific purpose that is laid down

Regular destinations of disclosed data	in law, when the police or some other competent authority submits a written request that specifies the data to be disclosed.
8 Transferring data outside the EU or the EEA	The data will not be transferred outside the EU or the EEA.
9 Principles of register security	<p>A Manual data: No manual data</p> <p>B Automatically processed data: Feedback is gathered using the survey tool Surveypal.</p> <p>Access to the Surveypal feedback system is limited. The Customer Relations and Communications Unit manages the feedback survey, drafts reports on the feedback given and saves the reports in the information system of the Finnish Immigration Service. All employees of the Finnish Immigration Service have access to this information system.</p> <p>The feedback survey system (Surveypal) sends the customer's feedback automatically to the persons/persons responsible for the matters in question for processing and further measures. If necessary, the person responsible for the matters in question may forward the message to the right person. The automatically created message contains all information that the customer has given in his or her feedback.</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>
10 Right to inspect	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 inspection, the data subject must submit a written request to the contact person responsible for the register (see section 2).
11 Right to rectification	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).
12 Other rights regarding the processing of personal data	