DESCRIPTION OF PROCESSING (DESCRIPTION OF FILE) Article 30 of the EU General Data Protection Regulation 2016/679

1 Controller	Name, address and other contact details (e.g. telephone number during office hours or email address)
	The Union of Professional Engineers in Finland
	Ratavartijankatu 2, 00520 Helsinki
	asiakaspalvelu@ilry.fi
	Telephone service on weekdays from 9 a.m. to 4 p.m., tel. +358 (0)201 801 801
20.1.1	(EUR 0.088/min) Name, address and other contact details (e.g. telephone number during office hours or email address)
2 Contact person in	Service Manager Data Protection Officer
matters concerning	Jarkko Ursin Tuomas Oksanen
the file	jarkko.ursin@ilry.fi tuomas.oksanen@ilry.fi
3 Name of the file	The telephone call recordings data file of the Union of Professional Engineers in
o nume of the me	Finland
4 Purpose of	Telephone call recordings are used for the improvement of the customer
processing personal	service of the Union of Professional Engineers in Finland.
data	In order to improve customer service, the recordings may be used for the
	training of customer service personnel and for examining the service level.
	The recordings may also be used to confirm the contents of a disputed phone
	call between a member or another person and a union employee.
5 Data content of the	Calls to the call centre of the Union of Professional Engineers in Finland
file	(customer service) and calls made by the call centre are recorded in the
	telephone call recordings data file.
	The following identifying information may be stored about the telephone call:
	- the start time of the telephone call
	- the duration of the telephone call
	- the telephone number of the caller or receiver
	- the name of the person who answered the telephone call
	- the contents of the telephone call (may include information such as the
	membership number of a member of the Union of Professional Engineers in
	Finland, their personal identity code, other contact details, information about
	the employer, other information concerning the members' employment
	relationship, information concerning unemployment benefits, information
	concerning the status of membership fee payments, information concerning
	the use of the services provided by the Union).
6 Regular data	The customer service call centre is contacted by the members of the Union of
sources	Professional Engineers in Finland and other persons as well as the receivers of
	telephone calls concerning member services.
7 Regular disclosure	The data will not be disclosed.
of data	
8 Disclosure of data	The data will not be transferred.
outside the EU or the	
EEA	
9 The principles of	A Manual materials
data file protection	There are no manual materials.
	B Electronically-processed data The data is stored on a server used by the Union of Professional Engineers in
	The data is stored on a server used by the Union of Professional Engineers in
	Finland. The recordings are stored for 36 months.
	The server on which the telephone call recordings are stored is located in a space that uses electronic access control. The telephone call recordings system
	can be accessed by the Service Manager and the Director of Services, as well as
	the information management personnel of the Union of Professional Engineers

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	in Finland. The Service Manager, the Director of Services and personnel who participate customer services have a right to listen to the recordings.
10 Right of access	As a rule, every person taking part in a telephone call has a right to listen to the recording of that call on the premises of the Union of Professional Engineers in Finland, in a space assigned by the Union and at a separately agreed time. The recordings will not be transferred or disclosed.
	The member shall submit the request for access directly to the controller. The member may use the model form prepared by the Office of the Data Protection Ombudsman.
11 Right to request rectification of data	The data concerning the telephone call recordings cannot be modified.