

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 (EUR 0.084/min)
2 Contact person in matters concerning the file	Name, address and other contact details (e.g. telephone number during office hours or email address) Service Manager Jarkko Ursin jarkko.ursin@ilry.fi Data Protection Officer Tuomas Oksanen tuomas.oksanen@ilry.fi
3 Name of the file	The telephone call recordings data file of the Union of Professional Engineers in Finland
4 Purpose of processing personal data	Telephone call recordings are used for the improvement of the customer service of the Union of Professional Engineers in Finland. 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 file	Calls to the call centre of the Union of Professional Engineers in Finland (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 sources	The customer service call centre is contacted by the members of the Union of Professional Engineers in Finland and other persons as well as the receivers of telephone calls concerning member services.
7 Regular disclosure of data	The data will not be disclosed.
8 Disclosure of data outside the EU or the EEA	The data will not be transferred.

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9 The principles of data file protection	<p>A Manual materials There are no manual materials.</p> <p>B Electronically-processed data 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 in Finland. The Service Manager, the Director of Services and personnel who participate customer services have a right to listen to the recordings.</p>
10 Right of access	<p>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.</p> <p>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.</p>
11 Right to request rectification of data	<p>The data concerning the telephone call recordings cannot be modified.</p>