

# Privacy Statement

The customer register of Guidance for Immigrants services, University of Turku-Simhe (Supporting Immigrants in Higher Education in Finland).

Contact information of the Controller:

UNIVERSITY OF TURKU

tel. +358 29 450 5000

20014 University of Turku

Contact person:

Seppo Piiparinen

20014 University of Turku

+358 40 867 6746

[simhe-info@utu.fi](mailto:simhe-info@utu.fi)

## Description of the Processing

### Purpose of the Processing

The Ministry of Education and Culture and the University of Turku have agreed on the implementation of the Supporting Immigrants in Higher Education project at the University of Turku. A customer register is maintained to fulfill this agreement. The purpose of the register is to develop the guidance services and to evaluate the effectivity of service. Personal data is processed only for the purpose of compiling statistics and in customer queries (customer satisfaction queries and effectivity queries).

### Basis for the Processing

The personal data is processed on the basis of the customers consent.

### Data Sources and Content of the Register

Information on the customer is collected during customer service either in written form through e-mail, or in spoken form during the customer service situation. The following information is registered:

- The customer's e-mail address, starting year of using the service, organisation in charge of the guidance, sex, nationality, age (precision of 10 years), municipality of residence, length of stay in Finland, level of education (highest completed degree), field of previous degree/education, occupation, work, or study status during the service situation, and information on where the customer has been guided forward to.

### Disclosure and Transfer of Information Outside the EU/EEA Countries

The customer register's data that can be used to identify the customer is not shared to external parties outside the University of Turku-Simhe. The customer register's data that cannot be used to identify the customer is shared to the Ministry of Education and Culture for the

purpose of compiling statistics. Data is not shared to countries outside the EU and the European Economic Area.

### **Retention Period of the Personal Data**

Personal data is stored only for as long as it takes to carry out the processes specified above.

### **Rights**

- You have the right to request from the controller access to and rectification or erasure of your own personal data or restriction of processing concerning the data subject or to object to processing as well as the right to data portability.
- You have the right to lodge a complaint with a supervisory authority. You can contact the Data Protection Officer at the University of Turku by sending an e-mail to [dpo@utu.fi](mailto:dpo@utu.fi), or by calling +358 29 450 4361.

Principles for protection of personal data are described in a separate webpage:

[http://www.utu.fi/en/unit/university-services/it-services/information\\_security/Pages/DataSecurity-Description.aspx](http://www.utu.fi/en/unit/university-services/it-services/information_security/Pages/DataSecurity-Description.aspx)