

Register/Service Name: Customer Register for Moving Agent Service

Date of Disclosure: 1.12.2023

1. Controller	City of Joensuu, Employment Services Kauppakatu 29, 80100 Joensuu
2. Controller representative(s)	Riikka Vartiainen 050 434 8641 riikka.vartiainen@joensuu.fi
3. Data protection officer	City of Joensuu Data Protection Officer tietosuojaavastaava@joensuu.fi
4. Purpose of processing personal data	<ul style="list-style-type: none">• Customer service for individuals relocating to Joensuu for work or planning to do so.• Monitoring of the project related to the service
5. Legal basis for processing personal data	General interest. (EU 679/2016, Article 6.1 point e) The service is voluntary, and participation in the service implies consent to the processing of relevant data.
6. Data contents of the register	The following information is stored in the register for the data subject: <ul style="list-style-type: none">o Nameo Gendero Contact information: email, phone number, addresso Individual information related to the customer's specific situation, as desired by the customer. Information may pertain to:<ul style="list-style-type: none">- Workplace or job preferences and arrangements- Reasons for relocation- Family situation- Housing- Hobbies- Transportation- Local services- Safety- Etc.o Description of the service received by the customer (customer entries)
7. Regular sources	From the data subject themselves
8. Management systems used in the data processing	Personal data is processed through the following data systems:

	<ul style="list-style-type: none"> • ForeAmmatti system (ForeData Oy) • Webropol • Moving Agent CRM (based on Microsoft PowerApps)
9. The principles of protecting personal data	<p>The information in the register is confidential. Employees who handle or access the information are bound by confidentiality and non-disclosure obligations, which continue even after the termination of employment. Employees have signed confidentiality agreements either as part of their employment contract or as a separate data protection commitment.</p> <p>Access rights are based on personal usernames and passwords, and they are assigned to users on a task-specific basis.</p> <p>Data processors for the maintenance systems used are the suppliers of those systems. The supplier processes personal data to provide, implement, and develop the maintenance systems. The supplier may process data related to customers in the Moving Agent Service register only based on a support request from Joensuu Employment Services.</p>
10. Automated decision-making, including profiling (GDPR article 22)	Not applicable
11. Regular transference of data	None
12. Transference of data outside EU and ETA zones	Data is not transferred
13. Storage period for personal data	According to the records management plan.
14. Rights of the data subject	<p>The data subject has the right to access their own personal data.</p> <p>The data subject has the right to request the correction or deletion of their data.</p> <p>The data subject has the right to request the restriction of processing or object to processing.</p> <p>The data subject has the right to request the transfer of personal data from one system to another/from one controller to another.</p>

	<p>The data subject has the right to withdraw their consent, if the processing of personal data is based on the data subject's consent.</p> <p>The data subject has the right to lodge a complaint with The Office of the Data Protection Ombudsman if they believe that the processing of their personal data has violated applicable data protection laws.</p>
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Note : This document was translated using AI from Finnish version of the form. The translation was manually reviewed by city employees.