

<b>1. Name of the register</b>	Appointments register ( <i>Ajanvarausrekisteri</i> )
<b>2. Data controller</b>	Fimlab Laboratoriot Oy PO Box 66 33013 Fimlab
<b>3. Contact person in register-related matters and Data Protection Officer appointed by the organisation</b>	Merja Maijala Data Protection Officer tel.: +358 3 311 75259 email: tietosuoja@fimlab.fi
<b>4. Purpose of and legal basis for processing personal data</b>	<p>The basis for the processing of personal data in the appointments register is, on a case-by-case basis, either the customer's consent, compliance with the data controller's statutory obligations or the data controller's legitimate interest to organise its operations.</p> <p>Fimlab Laboratoriot uses the register for the following purposes:</p> <ul style="list-style-type: none"> <li>• Booking of appointments for laboratory sampling services and examinations as well as compilation of statistics on information related to sampling and examinations</li> <li>• Booking of appointments for at-home sampling and compilation of statistics on information related to sampling</li> <li>• Monitoring and development of the organisation's operations and processes as well as organisation of sampling activities</li> <li>• Processing of customer feedback</li> <li>• Customer satisfaction surveys</li> </ul>
<b>5. Data content of the register</b>	<p>The following personal data may be collected of the data subject:</p> <ul style="list-style-type: none"> <li>• Name, social security number and public contact details</li> <li>• Time booked for a laboratory test/at-home sampling</li> <li>• Other additional booking information provided by the customer</li> <li>• Information of the contact person who booked the appointment: name, employer, telephone number</li> <li>• If necessary, additional information related to at-home sampling, e.g. door code, a note on pets in the customer's home or another contact person</li> <li>• Name of the person who registered the booking and the time of the booking</li> <li>• Information related to the processing of the appointment booking: time of reception confirmation and name of the recipient</li> <li>• Recording of a booking made by phone</li> </ul>
<b>6. Regular sources of data</b>	The data in the personal data register is provided by the customer, their personal representative or a representative of the treatment unit. The customer may also

	book an appointment by phone, in which case the information provided by the customer is recorded by staff. The phone call is recorded for the purpose of investigating potential deviations and processing customer feedback.
<b>7. Recipients of data</b>	In principle, the data stored in the register is not disclosed to third parties. Where required under mandatory legislation, data may be disclosed to authorities based on individualised requests. The data controller may use subcontractors in the processing of personal data in the register.
<b>8. Transfer of data outside the EU or EEA</b>	Personal data in the register is not transferred outside the EU or EEA.
<b>9. Retention period</b>	The data collected in the register is stored only for as long as and to the extent necessary for the original or appropriate purposes for which the personal data was collected. Personal data stored in the register is erased when the legal basis for its processing ceases to apply.
<b>10. Principles of protection</b>	<p>Appropriate technical and organisational measures have been taken to ensure the information security of the register and the confidentiality, integrity and accessibility of the personal data collected.</p> <p>Manual material is stored in an archive and in laboratory facilities controlled with access control and/or a locking system. Electronic material is protected securely so that it can only be accessed from the organisation's intranet. The access rights to the organisation's information systems and files are based on personal access rights, the use of which is controlled. All persons processing personal data are obligated to maintain secrecy.</p> <p>Databases are maintained by the computer service provider. Fimlab Laboratoriot Oy's guidelines on data security and data privacy are observed in the retention of data. Fimlab enforces adequate contractual obligations to ensure that its subcontractors are committed to processing personal data in an appropriate and legal manner.</p>
<b>11. Right to access and rectify data (Article 15 and 16)</b>	The data subject shall have the right to know which of their personal data have been stored in the register. The request to access data or have data rectified is submitted by sending a written request to the Data Protection Officer (tietosuoja@fimlab.fi). After submitting their request, the data subject must identify themselves at the data controller's service point in order to verify the identity of the applicant in accordance with the data controller's instructions or, alternatively, the data controller may require the data subject to provide any necessary additional information to verify the applicant's identity due to the delicacy of the data requested.

<p><b>12. Right to erasure (Article 17)</b></p>	<p>The data subject shall have the right to obtain from the controller the erasure of personal data concerning them without undue delay if</p> <ul style="list-style-type: none"> <li>• the personal data is no longer necessary in relation to the purposes for which it was collected or otherwise processed;</li> <li>• the data subject withdraws their consent on which the processing is based, and where there is no other legal ground for the processing;</li> <li>• the data has been collected from a minor;</li> <li>• the personal data has been unlawfully processed; or</li> <li>• the personal data has to be erased for compliance with a legal obligation in Union or Member State law to which the controller is subject.</li> </ul> <p>The request to have data erased is submitted by sending a written request to the Data Protection Officer (tietosuoja@fimlab.fi). After submitting their request, the data subject must identify themselves at the data controller's service point in order to verify the identity of the applicant in accordance with the data controller's instructions or, alternatively, the data controller may require the data subject to provide any necessary additional information to verify the applicant's identity due to the delicacy of the data requested.</p> <p>Despite the request to have data erased, the data controller may be entitled to continue the processing personal data stored in the register based on a legal reason under Article 17(3) of the General Data Protection Regulation.</p>
<p><b>13. Right to restriction of processing (Article 18)</b></p>	<p>Insofar as mandatory legislation does not prevent or restrict the restriction of processing of data, the data subject shall have the right to obtain from the controller restriction of processing if</p> <ul style="list-style-type: none"> <li>• the accuracy of the personal data is contested by the data subject;</li> <li>• the processing is unlawful and the data subject opposes the erasure of the personal data and requests the restriction of its use instead;</li> <li>• the controller no longer needs the personal data for the purposes of the processing, but it is required by the data subject for the establishment, exercise or defence of legal claims.</li> </ul> <p>The request to restrict the processing of data is submitted by sending a written request to the Data Protection Officer (tietosuoja@fimlab.fi). After submitting their request, the data subject must identify themselves at the data controller's service point in order to verify the identity of the applicant in accordance with the data controller's instructions or, alternatively, the data controller may require the data subject to provide any necessary additional information to verify the applicant's identity due to the delicacy of the data requested.</p>
<p><b>14. Right to withdraw consent (Article 7)</b></p>	<p>The data subject shall have the right to withdraw their consent at any time. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal.</p>

<p><b>15. Right to data portability (Article 20)</b></p>	<p>The data subject shall have the right to receive the personal data concerning them, which they have provided to the data controller, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller, if possible. This right shall apply to personal data that has been processed automatically and based on consent or for the purpose of implementing an agreement. After submitting their request, the data subject must identify themselves at the data controller's service point in order to verify the identity of the applicant in accordance with the data controller's instructions or, alternatively, the data controller may require the data subject to provide any necessary additional information to verify the applicant's identity due to the delicacy of the data requested.</p>
<p><b>16. Right to lodge a complaint with a supervisory authority (Article 77)</b></p>	<p>The data subject shall have the right to lodge a complaint with a supervisory authority if the data subject considers that the processing of personal data relating to them infringes the General Data Protection Regulation.</p>