

1. Name of the register	Feedback register (<i>Palauterekisteri</i>)
2. Data controller	Fimlab Laboratoriot Oy PO Box 66 FI-33101 Tampere
3. Contact person in register-related matters and Data Protection Officer appointed by the organisation	Merja Maijala Data Protection Officer tel.: +358 3 311 75259 email: tietosuoja@fimlab.fi
4. Purpose of and legal basis for processing personal data	<p>The basis for the processing of personal data stored in the feedback register is the pursuit of legitimate interests to develop Fimlab's operations.</p> <p>Fimlab Laboratoriot uses the register for the following purposes:</p> <ul style="list-style-type: none"> • Processing customer feedback and feedback processes • The company's internal initiatives and their processing • The company's internal deviations and their processing • Feedback survey on orientation, training and coaching • Employee's exit interview • Registration for Fimlab's events • Internal surveys on Fimlab's operations • Fimlab's customer satisfaction survey • Monitoring and development of the organisation's operations and processes
5. Data content of the register	<p>The following personal data may be collected of the data subject:</p> <ul style="list-style-type: none"> • The content of customer feedback is recorded in its entirety. The customer is given the option to choose to include their name and public contact details in their feedback, in which case this information is stored in the register. • Internal deviation reports include relevant information on the sample and sample processing, such as: the name of the person who registered the deviation, location, sample number, the customer's name and social security number, the time of sampling, information on the sample processing and analytics as well as information on the laboratory results and a note if there is need to correct the results. • The review of and responses to customer feedback and internal deviations include the processor's name and email address, sample processing participants and times • Staff initiatives: name, location • In connection with surveys and event registrations for Fimlab staff, the following personal data may be collected on a case-by-case basis: staff group, location, name,

	<p>email address, job title, sphere of activity, food allergies, gender, age, education, work experience</p> <ul style="list-style-type: none"> Customer satisfaction surveys collect the following information: the respondent's workplace and the workplace's municipal enterprise/organisation. The respondent may give their name and contact details for prize draws.
6. Regular sources of data	The data in the personal data register is collected from customer feedback written by the customer themselves or reported by staff, internal deviation reports filed by staff and suggestions for improvement. Data is also collected through electronic customer and staff surveys.
7. Recipients of data	No data in the register is disclosed.
8. Transfer of data outside the EU or EEA	In principle, personal data in the register is not transferred outside the EU or EEA.
9. Retention period	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 referred to in this privacy policy is stored for as long as the data controller uses it for the purposes specified in section 4. Personal data stored in the register is erased when the legal basis for its processing ceases to apply.
10. Principles of protection	<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.</p> <p>Databases are maintained by the IT service provider. Fimlab Laboratoriot Oy's guidelines on data security and data privacy are observed in the storage of data.</p>
11. Right to access and rectify data (Article 15 and 16)	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

	<p>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>12. Right to erasure (Article 17)</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"> • the personal data is no longer necessary in relation to the purposes for which it was collected or otherwise processed; • the data subject withdraws their consent on which the processing is based, and where there is no other legal ground for the processing; • the personal data has been unlawfully processed; or • 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. <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>13. Right to restriction of processing (Article 18)</p>	<p>The data subject shall have the right to obtain from the controller restriction of processing if</p> <ul style="list-style-type: none"> • the accuracy of the personal data is contested by the data subject; • the processing is unlawful and the data subject opposes the erasure of the personal data and requests the restriction of its use instead; • 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. <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>

14. Right to withdraw consent (Article 7)	<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>
15. Right to data portability (Article 20)	<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 this 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>
16. Right to lodge a complaint with a supervisory authority (Article 77)	<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>