

## **Haaga-Helia University of Applied Sciences Privacy Notice for Helpdesk Services**

**In compliance with the requirements of the EU General Data Protection Regulation (GDPR, Articles 13, 14 and 30)**

**Created on: 14/5/2018**

**Updated: 22/6/2023**

### **1. Controller of data file**

The controller of the data file is Haaga-Helia University of Applied Sciences Ltd (Business ID 2029188-8).

Ratapihantie 13

00520 Helsinki, Finland

### **2. Controller's contact person**

Jukka Iivonen

[Jukka.Iivonen@haaga-helia.fi](mailto:Jukka.Iivonen@haaga-helia.fi)

+358 50 3360408

### **3. Controller's data privacy officer**

[dpo@haaga-helia.fi](mailto:dpo@haaga-helia.fi)

+358 29 447 1222

Requests concerning the exercising of the data subject's rights should be addressed to the controller's data privacy officer.

### **4. Name of data file**

Data file for Helpdesk services and support requests.

### **5. Purpose of processing of personal data**

Personal data are processed for the fulfilment of the controller's Helpdesk services.

The controller processes the data in house, as well as subcontracting parties to process the data on the controller's behalf.

## **6. Lawfulness of processing of personal data**

Processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract (GDPR Art. 6 (1)b); or processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party (GDPR Art. 6 (1)f).

The aforementioned legitimate interests of the controller are based on a meaningful and appropriate relationship between the data subject and the controller, which arises when the data subject uses the controller's Helpdesk services, as long as the processing is done for purposes which the data subject can reasonably be assumed to have expected at the time of, and in conjunction with, the data being collected.

## **7. Content of data file and personal data categories processed**

### **7.1. Personal data categories**

- a) Personnel
- b) Students
- c) Others

General information for all the personal data categories: name, username, telephone number and email address.

Additionally, the data include the work room, job title and device information, information related to support requests coming to the Helpdesk, and the processor's details.

## **8. Regular data sources and personal data generated as part of controller's operations**

Personal data are collected from the data subjects themselves. Additionally, significant personal data may be generated for the data file in conjunction with the purpose of use of the file.

## **9. Period of storage of personal data**

The personal data in the data file are only stored for as long as and to the extent that each category of data is needed, proportionate to the purpose of processing of the personal data. Additionally, the duration of storage of personal data complies with applicable laws, official decrees and contracts.

The controller of the data file regularly evaluates the need for storing data in accordance with its internal practices.

#### **10. Regular disclosures of personal data**

No regular disclosures are made.

#### **11. Transfers and disclosures of data to outside of the EU or EEA**

Personal data are not transferred or disclosed to outside the EU or EEA.

#### **12. Data security principles**

Access to databases and systems and use of the data file are only available to such employees of the controller or of subcontractors working on the controller's behalf, whose work duties entitle them to handle the data contained in the data file. Every user of the data file has an individual username and password for the systems.

Materials containing personal data are stored in locked facilities that may only be accessed by specifically appointed persons whose work duties entitle them to do so.

The database containing personal data is stored on a server which is placed in a locked facility that may only be accessed by specifically appointed persons whose work duties entitle them to do so. The server is protected by an appropriate firewall and technical security systems.

#### **13. Rights of the data subject**

The data subject has the following rights in accordance with the EU General Data Protection Regulation:

- 1) The right to obtain from the controller confirmation as to whether or not personal data concerning him or her are being processed, and, where that is the case, access to the personal data and the following information:
  - i) the purposes of the processing;
  - ii) the categories of personal data concerned;

- iii) the recipients or categories of recipient to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organisations;
- iv) where possible, the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period;
- v) the existence of the right to request from the controller rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to object to such processing;
- vi) the right to lodge a complaint with a supervisory authority;
- vii) where the personal data are not collected from the data subject, any available information as to their source; and
- viii) the existence of automated decision-making, including profiling, and meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the data subject. (GDPR Art. 15)

Additionally, the data subject has the following rights:

- 1) The right to withdraw his or her consent at any time. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal. (GDPR Art. 7)
- 2) The right to obtain from the controller without undue delay the rectification of inaccurate personal data concerning him or her, as well as the right to have incomplete personal data completed, including by means of providing a supplementary statement. (GDPR Art. 16)
- 3) The right to obtain from the controller the erasure of personal data concerning him or her without undue delay, where one of the following grounds applies:
  - i) the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed;
  - ii) the data subject withdraws consent on which the processing is based, and there is no other legal ground for the processing;
  - iii) the data subject objects to the processing on grounds relating to his or her particular situation, and there are no overriding legitimate grounds for the processing, or the data subject objects to the processing for direct marketing purposes;
  - iv) the personal data have been unlawfully processed;
  - v) the personal data have to be erased for compliance with a legal obligation in Union or Member State law to which the controller is subject. (GDPR Art. 17)
- 4) The right to obtain from the controller restriction of processing, where one of the following applies:

- i) the accuracy of the personal data is contested by the data subject, for a period enabling the controller to verify the accuracy of the personal data;
  - ii) the processing is unlawful and the data subject opposes the erasure of the personal data and requests the restriction of their use instead;
  - iii) the controller no longer needs the personal data for the purposes of the processing, but they are required by the data subject for the establishment, exercise or defence of legal claims; or
  - iv) the data subject has objected to processing on grounds relating to his or her particular situation, pending the verification whether the legitimate grounds of the controller override those of the data subject. (GDPR Art 18)
- 5) The right to receive the personal data concerning him or her, which he or she has provided to the controller, in a structured, commonly used and machine-readable format, and the right to transmit those data to another controller without hindrance from the controller to which the personal data have been provided, as long as the processing is based on consent pursuant to the GDPR, and the processing is carried out by automated means. (GDPR Art. 20)
- 6) The right to lodge a complaint with a supervisory authority if the data subject considers that the processing of personal data relating to him or her infringes the GDPR. (GDPR Art. 77)

Requests concerning the exercising of the data subject's rights should be addressed to the controller's data privacy officer.