

Privacy policy statement for Academy of Finland's helpdesk (Questions and feedback) (EU's General Data Protection Regulation 2016/679, Articles 13 and 14)

1 Controller

Academy of Finland

2 Controller's contact information

Hakaniemenranta 6

PO Box 131

FI-00531 Helsinki

Email: kirjaamo@aka.fi

Telephone number (switchboard): +358 295 335 000

3 Data protection officer's contact information

Email: tietosuoja@aka.fi

Telephone number (switchboard): +358 295 335 000

4 Legal basis and purpose of personal data processing

The Academy of Finland is a central government authority in the Ministry of Education, Science and Culture's administrative branch whose statutory duty is to promote scientific research and research framework conditions as well as their utilisation by funding them and by participating in international cooperation. Additionally, the Academy acts as an expert in the development and implementation of science policy and carries out other tasks assigned to it (Act on the Academy of Finland 922/2009).

As a public authority, the Academy of Finland must also provide advice on its services and information on its activities and services (Administrative Procedure Act 434/2003, Act on the Openness of Government Activities 621/1999).

Questions and feedback (helpdesk) is a service where anyone can send questions and give feedback to the Academy of Finland and ask for advice. Academy staff can use the helpdesk to notify the Academy about internal matters or problems that require attention. Academy staff also use the service to respond to questions and feedback. The processing of personal data is necessary in this respect for the performance of a task carried out in the public interest (EU General Data Protection Regulation Article 6(1)(e)).

The data will not be used for other purposes.



5 Data subject groups and personal data groups

The data subjects are Academy staff and other persons that use the service.

The personal data to be registered are the person's name, phone number and email address. The data are provided by the data subjects themselves. Their accuracy is not verified.

6 Disclosure and recipients of personal data

The Academy of Finland may disclose personal data only within the limits imposed and allowed by current legislation. Public access to government documents and information is governed by the Act on the Openness of Government Activities (621/1999).

Public documents are disclosed upon request, in accordance with section 13 and section 16 of the Act. By default, anyone has the right to receive public documents and information from a public authority, even if they include personal data. However, personal data in the public authority's personal data file can be disclosed in copy, printout or electronic form only if the transferee has the right to store and use these personal data in accordance with the regulations concerning personal data protection.

Additionally, a public document may contain confidential information or data whose disclosure is limited. Often, this information or these data may be personal data. Confidential information or data may be given access to or disclosed only with the consent of the person concerned, to the person concerned, or by virtue of a legal right to a third party, such as another public official.

Authorised employees of the service provider, the Academy of Finland, have access to the system for maintenance purposes.

7 Transfer of personal data to a third country or an international organisation

Data will not be transferred out of the European Union or the European Economic Area, or to international organisations.

8 Planned deadlines for the deletion of personal data groups

The questions and answers are stored for five years, after which all questions and the connected personal data are deleted.

9 Data sources when data have not been obtained from the data subject

The data are obtained from the data subjects themselves.

10 Rights of the data subject

10.1 Right of access



The data subject has the right to obtain from the controller confirmation of whether personal data relating to them are being processed and, if these personal data are processed, the right to access the data. The controller must provide a copy of the personal data processed.

If less than one year has elapsed since the right of access of the data subject was used, the controller will charge a fee based on the administrative costs of providing the data.

10.2 Right to rectification

The data subject has the right to demand that the controller rectify, without undue delay, any inaccurate and incorrect personal data of the data subject.

10.3 Right to restrict processing

The data subject has the right to obtain a restriction of processing from the controller, for example, in situations where the data subject contests the accuracy of the personal data or the personal data has been processed unlawfully. Restriction of personal data processing means that the data may, with the exception of storage, only be processed with the data subject's consent, for the establishment, exercise or defence of legal claims, for the protection of the rights of a natural or legal person, or for reasons of important public interest of the Union or a member state.

10.4 Right to lodge complaint with supervisory authority

Every data subject has the right to file a complaint with the supervisory authority, in particular in the member state in which they have their usual residence or workplace or where the alleged infringement has occurred if the data subject deems the processing of personal data relating to them to infringe data protection legislation. This right is without prejudice to other administrative appeal or legal remedies. In Finland, the national supervisory authority is the Data Protection Ombudsman, tel. +358 295 616 670 or tietosuoja@om.fi.

If you have any requests concerning the rights of the data subject, please contact us at kirjaamo@aka.fi.