



## Privacy statement of YTK customer service call recording system

### 1. Data controller

General unemployment fund YTK  
Visiting address: Teollisuuskatu 4, FI-32200 Loimaa, Finland  
Postal address: P.O. Box 100, FI-32201 LOIMAA  
asiakaspalvelu@ytk.fi  
<https://ytk.fi/>

### 2. Contacts in issues related to the register

General unemployment fund YTK  
tietosuoja@ytk.fi  
tel. 02 760 7620  
P.O. Box 100, FI-32201 LOIMAA

### 3. Name of the data file

Customer service call recording system

### 4. Purpose of processing personal data and the legal basis for processing

YTK processes your data on the basis of the Unemployment Security Act and the Unemployment Fund Act. In addition, YTK may process your personal data on the basis of other mandatory legislation. In addition, YTK has legitimate interests related to the exercise of its operations, such as further development of operations and the investigation of possible abuses, and your personal data may also be processed on these grounds.

The information is primarily used in the processing of benefit matters to verify a service transaction. The data can also be used to train YTK customer service personnel to improve the quality of service.

### 5. What kind of information can we collect?

Incoming calls are recorded by YTK. Calls are automatically recorded and the data content is information provided by the customer or the service advisor in support calls, such as:

- Call time
- Call duration
- Identification of the call handler
- Name
- Personal identity code
- Address information



- Telephone number
- Housing information
- Family relationship information
- Tax information
- Income information
- Tax withholding information
- Benefit information

6. What are the sources from which we collect personal data?

Information is obtained from the customers themselves or the service advisor by phone.

7. Who processes the personal data and to whom can we disclose your personal data?

At YTK, the right of the personnel to process the personal data of members is determined by an access authorisation in accordance with the corresponding job description.

We don't make regular assignments. However, we may share a member's personal data with the authorities. Sharing is based on law or data protection obligations. YTK may also share your personal data by order of a court or similar.

8. Do we transfer your personal data outside the EU?

The data will not be disclosed outside the European Union or the European Economic Area.

9. How long will we process your personal data?

As a rule, call records are stored for three (3) years and for a reasonable period thereafter. However, data may be stored for a specific reason for longer, such as in the case of a complaint.

10. Data storage and security

At YTK, data security and the protection of personal data are systematically taken into account in all use and processing of data. YTK processes all personal data securely and as required by law.

Only individuals authorised by the data controller have access to the data file. Access to information, programs and systems is restricted to individuals responsible for managing the unemployment fund by technical means (usernames, passwords). Access to premises where confidential information is processed or archived is only permitted to persons who are required to access the premises for the performance of their duties. The exterior doors to the production facility are monitored by means of a security system. Employee supervision is carried out through an access control system. Data controllers are under a non-disclosure agreement and are therefore not allowed to pass on the data they process.

11. How can you exercise your rights related to your personal data?



As a data subject, you have several possibilities to affect the processing of your personal data. We will respond to requests as soon as possible, at the latest within one month. If we need more time, we will be in touch with you within a month. Please contact the contact person mentioned in section 1 of the statement regarding the exercise of your rights.

Your rights include:

- a) Right to access the personal data collected about you

Each member of YTK can easily check their own data in the YTK's e-services in OmaYTK. In OmaYTK, you can also update your contact information and send a secured message to YTK.

In the case of personal data that is otherwise processed, the request can be made by sending an e-mail to [tietosuoja@ytk.fi](mailto:tietosuoja@ytk.fi), from which additional instructions will be sent. The request for verification must state in detail what information and for what period the person wishes to check. As a rule, the inspection request is free of charge once a year.

- b) Right to demand the rectification of incorrect personal data collected about you

If you notice any errors or shortcomings in your data, you can submit a request for rectification to us. We recommend making the request through the OmaYTK service.

- c) Right to request the erasure of your personal data

We are obliged to erase your personal data from our register upon your request, if one of the following criteria is met and other legislation or regulations by the authorities do not create an obligation to store the data:

- personal data is no longer needed for the purpose, for which it was processed;
- you withdraw the consent you have given, and there is no other legal basis for processing;
- you oppose processing due to your special personal circumstances, and there is no justified reason for processing;
- processing the data is against the law;

YTK may have a right based on the law to process your personal data for a certain period even after your membership has ended.

- d) You have the right to request restrictions on the processing of personal data in accordance with Article 18 of the General Data Protection Regulation (GDPR).
- e) Right to transfer the information you have provided from one system to another



You have the right to receive the personal data you have submitted to YTK in a structured, commonly used and machine-readable format and the right to transfer said data to another controller.

f) Right to file a complaint with the supervisory authority

If a potential dispute concerning the processing of your personal data cannot be amicably resolved between you and YTK, you have the right to take the case to be resolved by the Office of the Data Protection Ombudsman.

12. Which country's law applies to the processing of data?

The Finnish law as well as EU law directly applicable in Finland, such as the General Data Protection Regulation of the EU, apply to the processing of this personal data file and the personal data included in it.

13. Changes

We understand the importance of data protection and strive to remain at the forefront of development in these respects, as well. YTK reserves the right to modify the privacy statement of the customer service call recording system. Changes will be published on this page.