

Privacy statement and information to the data subject (Articles 13 and 14 of General Data Protection Regulation (2016/679))

1. Name of privacy statement	Personal Customer Register of Wellness Center
2. Controller	Name Savonia University of Applied Sciences Ltd.
	Address PL 6, 70201 Kuopio
	Other contact information (e.g. work telephone, email address) savonia@savonia.fi
3. Contact person in matters concerning the register	Name Salla Lommi salla.lommi@savonia.fi
	Telephone +358 44 785 6668 (Salla) +358 44 785 5708 (Anne) Anne Pöllänen anne.pollanen@savonia.fi
4. Data protection officer	Administrative Coordinator Mervi Hätinén, tietosuojavastaava@savonia.fi
5. Data subjects	Personal customers of Wellness Center
6. Legal basis for data processing	Personal data processing is based on consent of data subject. Services produced by Savonia University of Applied Sciences are voluntary for the customers.
7. Purpose of personal data processing	Savonia University of Applied Sciences processes data of personal customers for the purpose of providing service to the customers. Personal data of personal customers is collected for customer management purposes only. Services are provided by Savonia's students under supervision of teachers.
8. Personal data content and retention periods of the register	<p>The following personal data is collected from personal customers for customer management purposes:</p> <ul style="list-style-type: none"> • Name • Address • Telephone number • Email address • Date of birth <p>From home visit customers for invoicing purposes</p> <ul style="list-style-type: none"> • social security number <p>When necessary, health-related information is collected from customers who purchase the services of the Wellness Center learning environment:</p> <ul style="list-style-type: none"> • Diagnosis/es • Health-related readings, such as blood pressure for example • Customer's condition and information related to the customer's visit • In addition, some of the services include making a video of the customer for example tests measuring the functional ability and motor skills of the customer, as well as videoing customer training programmes using the customer's telephone

	<p>Video recording of the teaching situation takes place with the customer's consent. The videos are stored for the period of time agreed with the customer.</p> <p>The retention period of data collected from personal customers is ten years from the last customer event.</p> <p>The Wellness Center has research tools at its disposal, into which personal data must be entered in order to obtain the correct final results. Personal data is stored password-protected on a local hard drive. Research data is given to the customer and personal data is deleted from the system annually.</p>
9. Regular sources of data	The customer information is collected from the registered person in connection with the service request and when the customer books an appointment through the online appointment system.
10. Regular disclosure of data	Savonia University of Applied Sciences does not disclose personal customer data to third parties without an explicit written consent of the customer. With the customer's consent, information can be disclosed to the customer's relatives and/or health care professionals and/or other students working at the Wellness Center who are in contact with the customer.
11. Transfer of data outside the EU or EEA	Data is not transferred outside the EU or EEA.
12. Principles for protection of the register	<p>A Manual documentation</p> <p>The personal data contained in the service requests received by phone, e-mail and via the Wellness Center's website are manually recorded on the service request form. The data is transferred from service requests to the customer information system for reception and home visit customers. The personal data entered through the online appointment system are logged in the customer information system automatically. Completed forms are kept in a locked cabinet at Wellness Center office for the duration of the customership and for 2 years after the customership ends. After this, the service request forms are destroyed in an appropriate manner. The information entered through appointment booking and manually is stored for 10 years from the last customer transaction (Accounting Act 1336/1997, section 10).</p> <p>B Computer-processed data</p> <p>Savonia University of Applied Sciences is committed to processing personal data in a confidential and secure manner. Only those persons who have the right to process the personal data in question for their work are entitled to use the system containing personal data. Each user has their own username and password for the system.</p> <p>Databases containing personal data are protected by firewalls, passwords and other technical means. The databases and their backups are located in locked rooms and only certain pre-designated persons can access the data.</p> <p>Each student has personal user IDs for the systems used by the Wellness Center. Usernames stop working automatically when the student does not have the right to access the Wellness Center's customer information. If the Wellness Center's personal customer information is transmitted within the Savonia University of Applied Sciences by e-mail, then the e-mail is encrypted.</p>
13. Rights of data subject	For questions related to the rights of the registered person, you can contact the contact person of the register or the data protection officer.

	<p>Under the EU's GDPR (2016/679) the data subject has the following rights:</p> <p>Right of access to their data The data subject has the right to receive from the controller confirmation on whether or not the personal data concerning them is processed. The data subject has the right of access to the data. A fee may be charged for the right of control. The data subject's request for control may be refused if the requests are manifestly unfounded or unreasonable and especially if made repeatedly. (Articles 12 and 15)</p> <p>The right to rectification The data subject has the right to demand rectification of inaccurate personal data concerning them. (Article 16)</p> <p>The right to erasure With certain restrictions specified in the General Data Protection Regulation, the data subject has the right to have the controller erase the personal data concerning him or her. There is no right to deletion if we process your personal data to comply with a legal obligation or if the processing of your personal data takes place for the performance of a task in the public interest or for the exercise of public authority belonging to University of Applied Sciences. (Article 17)</p> <p>The right to restriction of processing With certain exceptions specified in the General Data Protection Regulation the data subject has the right to request the controller to restrict the processing of personal data concerning him or her. (Article 18)</p> <p>The right to data portability The data subject has the right to receive the personal data that he or she has provided to a controller in a machine-readable format when the processing is based on consent and is automated. (Article 20)</p> <p>The right to object The registered person has the right to object, on grounds related to his personal special situation, to the processing of his personal data, which is based on the processing is necessary for the performance of a task in the public interest or for the exercise of public authority belonging to the controller. The controller may no longer process personal data, except if the controller can demonstrate that there is a significantly important and justified reason for the processing that overrides the interests, rights and freedoms of the data subject, or if it is necessary to prepare, present or defend a legal claim. (Article 21)</p> <p>The right to withdraw consent If the processing of personal data is based on the consent given by the registered person, the registered person has the right to withdraw the consent given to the processing at any time without affecting the legality of the processing carried out on the basis of the consent before this. (Article 7)</p> <p>The right to appeal The registered person has the right to file a complaint with the Office of the Data Protection Ombudsman, if one considers that valid data protection legislation has been violated in the processing of his personal data.</p>
<p>14. Automated decision-making</p>	<p>The data subjects of the register are not subjected to automated decisions.</p>