

1. Data controller

Lapland University of Applied Sciences Ltd
Jokiväylä 11 C
FI-96300 Rovaniemi

2. Data controller's representative

Ari Konu, Director, Administration and Human Resources
firstname.lastname@lapinamk.fi

3. Data controller's contact person

Sonja Komulainen, University Social Worker
firstname.lastname@lapinamk.fi

4. Data protection officer's contact information

Pirjo Kärki-Koskinen, Data Protection Officer
Jokiväylä 11 C, 96300 Rovaniemi, tel. +358 40 510 0365, tietosuoja@lapinamk.fi.

5. Purpose of processing personal data

The role of University social services is to contribute to the progress of studies, student welfare and mental resilience. Personal data and customer documents are processed to manage University social worker's customer relationships.

As social care professionals, University social workers are obliged to comply with the following acts in their work:

- Act on the Status and Rights of Social Welfare Clients (2000/812)
- Act on Social Welfare Client Documents (2015/254)

According to these acts, it is in the client's best interest to keep a client register and to keep records of meetings. In addition, contact information and anonymous statistical data stored in the register are used to monitor and develop the quality of University social services.

6. Legal basis of processing personal data

Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the data controller.

The EU's General Data Protection Regulation (2016/679), Article 6e

In University social services, we also process so-called sensitive data, such as health status, and the specific basis for processing their data is:

the data subject's consent

a task carried out in the public interest/in the exercise of official authority vested in the controller

The EU's General Data Protection Regulation (2016/679), Article 9a and 9g

7. Categories of personal data processed and their storage periods

- client's personal data (names, personal identification number, gender, contact information, native language, other language, nationality)
- information on the right to study (name of university, degree programme, information on any special study arrangements)
- previous and current partners (according to the student's report, for example, mental health services, student health care and various third sector actors)
- client record (contact person, reason for becoming a client, meetings, negotiations, consultations, attendees, plans, action recommendations, summaries, opinions, referrals, test results, evaluation)
- document traffic (document delivery: recording employee's name, date, client's consent, document name, object, reason for disclosure (context/client's request/legal basis); documents received: time of arrival, source)

Based on client visits, data is recorded in the Aura system and a client document is created from this data. The client documents are kept for 30 years after the end of the service or 12 years after the death of the client (Act on social welfare client documents (2015/254)).

Data storage and destruction complies with the information management plan of the Lapland University of Applied Sciences and with the regulations and regulations in force at the time of the public archives.

8. Information systems used for the processing

Aura

9. From where is the personal data needed for the processing obtained? Is the data subject obligated to provide the necessary personal data? Consequences if the data subject does not provide the necessary personal data.

The personal data needed for the processing is obtained from the data subject themselves. Data necessary for processing can also, with the client's permission, be obtained from any partners (e.g. student health care, mental health services and actors in the third sector).

10. Cookies

Cookies are used in browser-based information systems for processing personal data. A cookie is a small text file that the browser saves on the user's computer. Cookies are used for providing services, making it easier to log in and facilitating service use statistics. Users can block cookies on their browser, but this may prevent the system from functioning properly.

Cookies are used in the processing of personal data:

- Yes, browser-based systems:
- No

11. Regular transfer and disclosure

Personal data in the register is confidential. The register will not be used for the regular disclosure of personal data.

Confidential data may be disclosed only with the explicit consent of the registered customer or if the provision of data or the right to data is expressly provided for in an act (Act on the Openness of Government Activities 621/1999, Chapter 7 and Act on the Status and Rights of Social Welfare Clients 812/2000, Section 18).

Anonymised statistics can be produced from the register for the use of Lapland University of Applied Sciences.

Personal data will not be disclosed for direct marketing.

Right to derogate from confidentiality obligations (Act on the Status and Rights of Social Welfare Clients, Section 18)

Except where otherwise provided for in this Act or in another Act, the obligation of secrecy concerning social welfare may be waived as provided for in Chapter 7 of the Act on the Openness of Government Activities.

Notwithstanding the obligation of professional secrecy, a person performing the tasks referred to in this Act has the right to notify the police of the information necessary for the assessment of a threat to life or health and the prevention of an imminent act, if, in the course of the performance of his duties, he has received information on circumstances on the basis of which he has reason to suspect that someone is in danger of being subjected to violence.

12. Data transfer or disclosure outside the EU or EEA and its basis

Personal data will not be transferred outside the European Union or European Economic Area.

13. Principles of personal data protection

Data storage, archiving, destruction and other processing is controlled by the information management plan and the data security and data protection guidelines. The register is protected by external firewalls and other technical means of protection. The communication between the workstation and the server is encrypted. Use of the system requires a personal username and a password.

The system registers incorrect logins and all data processing and viewing performed in the system. Information security of the customer register, as well as the confidentiality, integrity and availability of personal data, is ensured by appropriate technical and administrative measures.

An employee may only process personal data that he or she needs in the course of his or her duties. Access rights to the system end when the person's employment contract ends or when they transfer off the tasks for which they were granted the right of access. The employees who process the data are subject to the obligation of confidentiality, which continues even after the termination of their employment.

14. Automated decision-making

No automated decisions will be made during the processing.

15. Rights of the data subject

The data subject has the right to:

- receive information about processing of personal data, unless otherwise specified by legislation
- review their data
- demand the rectification of inaccurate personal data concerning them
- demand restriction of processing of their personal data
- not to be subject to automatic decision-making without legitimate grounds

Rectification of personal data or restriction of its processing is subject to the data subject's notification obligation. The contact person in matters related to the rights of data subjects is the data protection officer, whose contact information is provided at the beginning of the notice.

The data subject may exercise his or her rights by requesting access to the data concerning him or her from the supervising curator. Requests for verification, rectification and erasure of data can be submitted to the data controller using the forms located on the Lapland University of Applied Sciences website <https://www.lapinamk.fi/fi/Esittely/Tietosuoja>.

Data subjects have the right to appeal to the Office of the Data Protection Ombudsman if they feel that the processing of their personal data has violated valid data protection legislation.

Contact information: Office of the Data Protection Ombudsman, P.O. Box 800, FI-00521 Helsinki
tietosuoja@om.fi

For advice and instructions in matters connected to the rights of data subjects, please contact the Data Protection Officer, whose contact information is provided in Section 4.