

10.8.2026

Information about the personal data file

1. Name of the file

Customer feedback register of Tampere Regional Transport (Nysse)

2. Purpose of personal data processing

The purpose is to receive feedback and development proposals and to give advice. The contact information possibly provided by the customer can be used to respond to the contact request and to contact the customer if necessary. It is also possible to contact Tampere Regional Transport anonymously. Contact requests may also be deleted as soon as they have been received if the content can be deemed to be inappropriate or spam or to contain sensitive information about third parties.

The personal data/contact information provided by the senders of feedback/contact requests on their own initiative are used to investigate the matter referred to in the feedback or to contact the sender of the feedback. Possible attachments are stored. The feedback/contact request may be directed to Nysse to be processed internally or, if necessary, to service providers acting as contracting partners, for example, if the matter concerns a service provided by them. In addition to using the feedback system, information can be forwarded by email.

The information is used for reporting, statistics, development, training and improvement of the customer experience.

AI-based tools may also be used in the processing of the register data, for example, for information retrieval, analyses or the generation of suggested texts. Artificial intelligence does not make decisions related to the rights, interests or services of the data subject. All decisions are always made by a person.

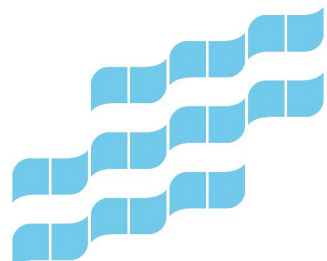
3. Controller

City of Tampere, Business ID 0211675-2

4. Office holder responsible for the file, job title and contact information

Mika Periviita, Director of Public Transport

City of Tampere



P.O. Box 487, 33101 Tampere

[City of Tampere, contact information](#)

5. Contact person for the file and their contact information

Iiris Iso-Mustajärvi, Service Manager; Toni Huitula, Service Assistant

City of Tampere

P.O. Box 487, 33101 Tampere

[City of Tampere, contact information](#)

6. Processing of personal data in the file has been outsourced under a service contract

☒ Yes

☐ No

The maintenance tasks of the electronic data systems of the register and their servers as well as application support involve commissioned work.

7. Lawfulness of processing the personal data in the file

A)

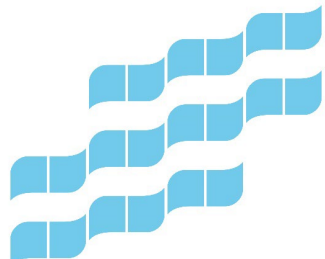
☒ Public interest/Exercise of official authority

The legal basis is Article 6(1e) of the EU General Data Protection Regulation: 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 controller.

☐ Legal obligation

Legislation governing the activities

☒ Consent



☐ Performance of a contract

B)

☐ The file is a register for official activities

☒ The file is a register for a voluntary public administration task

C)

Use of the data in the file for automated individual decision-making, including profiling

☒ No

☐ Yes

Specify what for

8. Personal data in the file

Personal data provided voluntarily by customers who have given customer feedback. For example, the data may include first and last name, address details, telephone number and email address.

9. Systems for maintaining the data in the file (name(s) of system/application)

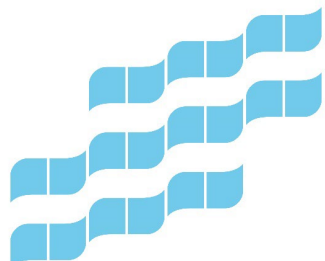
Feedback system (Requeste/Matrix42).

10. The register contains manual (paper) documents

☒ No

☐ Yes

11. Data sources of the file



Information related to the processing of the matter and responses to the feedback can be added to the information received from customers who have given customer feedback. The accuracy of the personal data provided by the customer is not verified.

Feedback is given by using a feedback form either on paper or online, orally by telephone or in connection with personal service, or by e-mail. The feedback forms on paper are scanned into the system as attachments, and the paper version is then destroyed.

12. Principles of data protection

Data retention, archiving, destruction and other processing are controlled by archiving plans and information security and privacy guidelines. The data stored in the file are protected and can only be accessed by a person authorised to do so. The users at the City of Tampere have undertaken an obligation concerning the use and confidentiality of data and information systems.

13. Disclosures of the data in the file

Regular disclosures of data

☐ Yes

☒ No

14. Transfers of data in the file to a third country or international organisation (outside the EU or the European Economic Area (EEA))

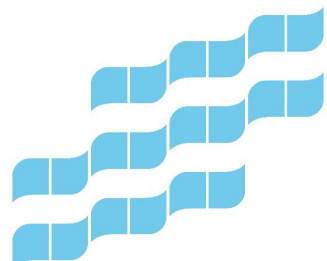
☒ No

☐ Yes

15. Storage periods of personal data/Storage period specification criteria

Data retention, archiving, destruction and other processing are controlled by archiving plans and information security and privacy guidelines. Personal data will be stored in the database of the information system for a time period necessary for the activities and reporting. Contact requests or attachments that are deemed to be inappropriate can be destroyed as soon as they have been received.

16. Data subject's rights



Information provided to the data subject
by the controller
EU General Data Protection Regulation
(2016/679), Articles 13 and 14

The data subject's rights and the instructions for exercising these rights can be found online at:

<https://www.tampere.fi/en/data-protection-and-information-management>

Identification of the person providing the feedback is a prerequisite for exercising the data subject's rights.

