



18 June 2021

Privacy statement, Waterways feedback system

The purposes for which your personal data is used and your rights as a data subject are described in this privacy statement. This privacy statement applies to FTIA's waterway feedback system, where you can give feedback, ask questions and make development proposals concerning waterways and related structures (maritime safety equipment, maritime traffic signs, canals). In this context, waterways refers in particular to public transport routes which need to be kept open for public water traffic and which, according to the Water Act, are designated as public transport routes or public local routes.

Feedback recorded in the waterway feedback system is directed directly to FTIA's waterway maintenance, construction and data management experts.

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1 Data Controller and Data Protection Officer

Controller	Contact person	Data protection officer
Finnish Transport Infrastructure Agency P.O. Box 33 00521 Helsinki kirjaamo@vayla.fi Tel. +358 295 34 3000	Kimmo Heiskari kirjaamo@vayla.fi	Tomi Lapinlampi kirjaamo@vayla.fi

2 Purpose of personal data processing

The purpose of the processing is to carry out official activities, and these include contacting the feedback providers.

The purpose of the feedback system is to receive feedback, questions and development proposals as well as notifications related to waterways.

All provision of feedback, questions and development suggestions to the feedback system is voluntary. This feedback helps FTIA and other infrastructure managers (municipalities, ports, boat clubs, industrial facilities, etc.) to better maintain the condition and operability of waterways, and this also improves maritime safety.

Feedback providers are not required to give their personal details and you can send feedback anonymously or using a pseudonym. The contact information provided by the person giving the feedback can be used to respond to the feedback and to request more detailed information in order to ensure the maintenance and operability of waterways. The contact information provided is only used to respond to feedback and ask clarifying questions. The accuracy of the personal data sent by the user is not verified.

The system stores the feedback and the responses to it as well as any contact information and attachments included in the feedback provided by the feedback provider.

Both the notifications on the state of specific waterways as well as any contact details provided are forwarded to the FTIA's regional contractors, who decide on the required measures on the basis of the quality requirements set for the waterway concerned. Where needed, the contractor may contact the feedback provider directly, for example if more detailed information is needed to perform the corrective action.

When electronic feedback channels are used, the customer providing the feedback may be asked for a permission to publish the message, and the feedback and the answer to it can only be published after the customer has given their consent. After the customer has given their consent to the publication, the Finnish Transport Infrastructure Agency may freely use, edit, disclose and publish the content of the feedback.

3 Grounds for personal data processing

The processing of personal data is based on the performance of a task carried out in the public interest under Article 6(e) of the GDPR and Article 4(1) of the Data Protection Act. FTIA is responsible for the planning, construction, maintenance and service level of waterways, and this includes feedback-related processing and contacting – a task which is carried out in the public interest. The FTIA operates in a customer-oriented manner with expertise at the core of its work. The agency takes a proactive, information-centred and risk-based approach to its operations.

The public-interest task of the FTIA is laid down in the following legislation:

- Act on the Finnish Transport Infrastructure Agency (936/2018)
- Water Act (587/2011)
- Water Traffic Act (782/2019)
- Government Decree on Water Resources Management (1560/2011)
- Vessel Traffic Service Act (623/2005)

The Finnish Transport Infrastructure Agency also processes personal data to ensure that its operations are in compliance with the following legislation that applies generally to official activities:

- Section 8 of the Administrative Procedure Act (434/2003)
- Act on the Provision of Digital Services (306/2019), in particular section 5 of the act

4 What personal data is processed?

FTIA processes the following personal data:

- Feedback received from users
- Feedback recorded on behalf of users
- The name or pseudonym given by the user
- The phone number given by the user
- The email address given by the user
- Time when feedback was received
- Any location data concerning the feedback (map coordinates or address)
- Attachments supplied by the user
- Any company/association information (organisation name, contact name, address, email address, telephone number) provided by the user
- Consent to the publication of feedback if the user has authorised FTIA to publish their feedback

5 Retention time of personal data

The personal data is stored in the database of the information system for the time necessary for the processing of feedback and any response to the feedback.

Personal data contained in the feedback, such as name and contact information, is deleted within 6 months of the feedback being marked as processed in the system.

If the FTIA has to retain the data to meet its legal obligations, the data is stored for either five years or the period specified by law.

6 Regular sources of information

Most of the personal data is obtained from the data subjects themselves. In some cases, the feedback provider may have attached another person's personal data to the feedback.

Only the personal data that the user provides when contacting the FTIA is entered in the system.

7 Recipients of personal data

Personal data is disclosed to parties who request it in accordance with the Act on the Openness of Government Activities. The data and the documents are public, unless explicitly defined as secret in the law.

FTIA uses its contracting partners as processors of personal data. Personal data is processed in the information systems of FTIA, and the suppliers of these information systems also act as the processors or sub-processors of the personal data. An FTIA contractor may receive the contact details of the person providing the feedback if this is needed for carrying out maintenance work.

In addition, the Traffic control company Fintraffic Oy and its subsidiaries, which are in a contractual relationship with FTIA, can view the feedback-related data because of their position as processors and sub-processors of personal data.

The feedback-related data is disclosed to the Finnish Transport and Communications Agency for further processing if the subject of the feedback is in a fairway area not managed by FTIA, such as the water area of a municipality or a port.

Personal data is not disclosed for direct marketing or for opinion and market research, unless there are separate provisions permitting disclosure for this purpose.

8 Data transfers outside the EU or EEA

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

9 Data subject rights

You have the right to know whether we process personal data about you and the right to receive a copy of your personal data (Article 15 of the General Data Protection Regulation).

You have the right to ask us to rectify any incorrect details in your personal data (Article 16 of the General Data Protection Regulation).

Under Article 18 of the General Data Protection Regulation, you have the right to restrict the processing of your personal data when:

- you have informed the Finnish Transport Infrastructure Agency of incorrect personal data and the Agency is checking the matter;
- your personal data is being processed in an unlawful manner but you do not want your data to be erased;

- FTIA no longer requires the personal data in question, but you require it for the establishment, exercise or defence of legal claims; or
- you have objected to processing pursuant to Article 21(1) pending the verification of whether the legitimate grounds of FTIA override your own.

You have the right to object to the processing of your personal data on the basis of a special personal situation when FTIA is processing your personal data on the basis of Article 6(1)(e) of the General Data Protection Regulation to perform a task promoting the public interest or to exercise public authority belonging to FTIA.

FTIA does not make decisions based on automated decision-making methods such as profiling.

You can submit a request relating to your rights as a data subject to FTIA by e-mail or by post. For contact information, see section 1.

The data is provided and measures carried out free of charge to the data subject unless the requests are manifestly unfounded or unreasonable, and particularly if they are repeatedly presented.

You have the right to lodge a complaint with a supervisory authority if you consider that the processing of personal data concerning you violates the applicable data protection regulations. In Finland, the supervisory authority is the Data Protection Ombudsman ([Office of the Data Protection Ombudsman](#)).