

Customer register

1. Data controller

Student Village Foundation of Turku (later TYS) business ID: 0142348-6

Yo-kylä 12 A

20540 Turku

Tel. +358 (0)2 2750 200

2. Data processor

Tuula Kanervisto

Yo-kylä 12 A

20540 Turku

Tel. +358 (0)2 2750 200

tietosuoja@tys.fi

3. Name of the register

Customer register

4. Purpose of use of personal data

Personal data is processed for the purpose of managing, maintaining, analysing and development of relationships based on customership and other appropriate affiliations, such as:

- managing customer information
- managing rent subledgers
- customer surveys such as customer satisfaction surveys
- maintenance of apartments and sharing thereby necessary information with maintenance contractors of the data controller
- collecting rent receivables and other tenancy receivables
- terminating lease agreements

In addition to communicating with customers, personal data can be used for planning and development of the data controller's business operations.

5. Data content of the register

The register may be used to process the following personal data and their changes on housing applicants, tenants and possible co-tenants:

Basic information such as

- name
- national identity number
- contact information (mailing addresses, phone numbers, e-mail addresses)

- gender

Information on customership and other appropriate affiliation such as

- customer number
- starting date of customership
- number of persons sharing the same apartment
- first name, surname and national identity number of spouse or common-law spouse sharing the same apartment
- first names, surnames and national identity numbers of all persons sharing the same apartment
- information on the consent by the co-applicant to the data subject to share their information with the data controller
- information on possible legal guardian
- information on employment, duration and type of employment
- information on income and financial assets
- credit information
- debt arrangement information
- debt collection information
- information on previous apartment
- information on apartment needs
- information related to tenancy, i.e. lease information, rent payment information, deposit information and terminations of tenancy
- for underage tenants, identification data of the guardian who signed the lease agreement
- reclamations, feedback and other communications and actions related to customership and appropriate affiliations, including recorded phone conversations
- marketing actions to the data subject, use thereof and information shared thereby
- bank account information related to termination of tenancy
- consents and restrictions to direct marketing
- point score of housing application (scoring principles can be found on TYS website)

6. Regular data sources and storage of data

Data is collected from the data subjects themselves from e.g. housing application form and e-services. The data are updated according to events during tenancy.

Consent to record the data is asked on the housing application form. The data subject has the right to cancel any consents they have given. Written cancellation requests: Turun Ylioppilaskyläsäätiö, Talousjohtaja, Tarkastus- ja kieltopyynnöt, Yo-kylä 12 A, 20540 Turku.

The duration of personal data storage depends on e.g. regulations in the ARAVA Act and the Accounting Act.

Personal data may also be collected and updated from the data controller's other personal registers, terminating tenants,

the data controller's business partners and authorities and companies that provide personal data services such as the Population Register Centre and the credit information register of Suomen Asiakastieto Oy for credit information.

7. Release and transfer of data

As a rule, no data is released outside TYS. However, data can be released, within the boundaries and obligations of current legislation, for example to the city of Turku, schools, contracting partners performing debt collection for TYS, and authorities such as ARA and KELA.

In addition, data can be released to the facility management, maintenance, security and locksmith companies as well as electricity and internet providers to supply housing-related services.

If the ownership of the apartment is transferred to a party outside TYS, TYS may provide the new owner with information necessary for managing the tenancy.

8. Data transfer outside the EU or the EEA

As a rule, no data is transferred outside the area of European Union member states or outside the European Economic Area.

TYS will only transfer personal data outside the EU/EEA area in order to communicate with a tenant/housing applicant who lives or resides outside the EU/EEA area. In this context, data concerning the tenant/housing applicant may be transferred to the country where the tenant/applicant lives or resides. If the European Commission has recognised that the home or residing country of the tenant/applicant offers adequate data protection, the data transfer is based on this adequacy decision by the Commission. If the Commission has not adopted such adequacy decision, the data transfer outside the EU/EEA area is based on the consent the data subject has given when applying for housing.

9. Data protection

Any electronically processed data in the register are protected with firewalls, passwords and other necessary technical means generally accepted within the data security field at the time.

Any manually maintained data are located in spaces with restricted access for outsiders.

The register is only accessible by designated employees of the data controller and companies working for and on behalf of the data controller, who have signed a confidentiality agreement, with an individual access right granted by the data controller.

10. Right to access, restriction and rectification

The data subject has the right to inspect which data concerning them has been recorded in the register. The data access request should be sent to the data processor and it must be written and signed. The data access request can also be made in person in the presence of the data controller.



Written requests should be sent to the address:

Turun Ylioppilaskyläsäätiö
Talousjohtaja
Tarkastus- ja kieltopyynnöt
Yo-kylä 12 A
20540 Turku

The data subject has the right to demand the rectification of incorrect data by contacting the data controller.

The data subject has the right to deny the processing and release of any data concerning them for direct mail, distant selling or other direct marketing as well as for market and opinion surveys by contacting the data controller by e-mail at tietosuoja@tys.fi.