

## CUSTOMER REGISTER

### 1. Controller

Tampere Student Housing Foundation, TOAS (business ID: 0155634-2)  
lidesaukio 1, FI-33100 Tampere  
Tel. +358 800 95560

### 2. Person in charge of the register

TOAS housing service director  
lidesaukio 1, FI-33100 Tampere  
Tel. +358 800 95560  
asuntotoimisto@toas.fi

### 3. Name of the register

Register based on TOAS customer relationship and other appropriate connections

### 4. Purpose of processing personal data

Personal data are processed for managing, taking care of, analysing and developing customer relationships and other relationships based on an appropriate connection, including, but not limited to:

- maintaining customer data
- maintaining the rent ledger
- customer surveys, for example customer satisfaction surveys
- the maintenance of apartments and transferring the data required for this to the maintenance companies that are in a contractual relationship with the controller
- collection of rent receivables and other room rent receivables
- termination of rental agreements
- in addition to customer communication, personal data may be used for planning and developing the controller's business operations.

### 5. Data content of the register

The following personal data, including the related change data, concerning apartment applicants, recommendable customers, tenants and possible fellow tenants may be processed in the



register:

Basic data, such as

- name
- personal identity code
- contact data (postal addresses, phone numbers, email addresses)
- gender
- customer number
- place of study
- the starting date of the customer relationship
- the number of people living in the same household
- the first and last names and the personal identity code of the spouse or cohabitant living in the same household
- the first and last names and the personal identity codes of all people living in the same household
- data concerning a fellow applicant's consent to provide the controller with data concerning them
- data concerning the guardian, if applicable
- data on employment and the type and duration of the employment
- salary and wealth data
- credit information
- debt adjustment data
- debt recovery data
- data concerning the previous apartment before becoming a customer at TOAS
- data concerning the need for housing
- data concerning the tenancy, i.e. rental agreement data, rent payment data, rental security deposit data and data concerning the termination of tenancy
- the identifying data of a guardian who has signed an underage tenant's rental agreement
- complaints, feedback and other communication and measures, including recorded telephone calls, related to the customer relationship or other appropriate relationship
- marketing measures targeted at the data subject, and the use of and data provided in connection with the marketing measures
- bank account data for the termination of a rental agreement
- direct marketing permissions and prohibitions

## 6. Regular data sources

Data shall be collected from the data subject from, for example, apartment application forms and online services. Data may also be collected and updated from the controller's other personal data registers, customers who give notice, the controller's collaboration partners as well as authorities



and companies that offer personal data services, such as the Finnish Population Register Centre, and credit information from Suomen Asiakastieto Oy's credit information register.

## 7. Disclosure and transfer of data

Data shall generally not be disclosed outside of TOAS. Data may be disclosed as permitted and obligated by valid legislation to, for example, contracting parties that perform debt collection on behalf of TOAS, and to parties that have a legal right to obtain the data. In addition, data may be disclosed to housing management, maintenance, security and locksmith companies and to electricity and information network providers to provide services related to tenancy.

If the ownership of an apartment is transferred to a party external to TOAS, TOAS may disclose the data necessary for managing the tenancy to the new owner. Data shall not be disclosed outside of the EU member states' area or the European Economic Area.

## 8. Protection of the register

Electronically processed data contained in the register shall be protected with firewalls, passwords and with other necessary technical measures that are generally acceptable in the field of data security at the time in question.

Manually maintained materials are stored in facilities which can only be accessed by authorised persons.

The register can only be accessed with an individual access right granted to specified employees of the controller or employees of companies operating by order and behalf of the controller who have signed a non-disclosure agreement.

## 9. The right to inspect, prohibit and rectify

Under the Personal Data Act, the data subject shall have the right to inspect the data about them stored in the register. Inspection requests must be in writing and signed, and sent to the person in charge of the register. The inspection request may also be made in person at the controller's office.

The data subject shall have the right to prohibit the processing and disclosure of their data for the purposes of direct advertising, distance sales, other direct marketing, market research and opinion polls by contacting the controller.

The data subject shall have the right to demand rectification of erroneous data by contacting the controller.

