

Data protection and processing of personal data in employment and business services provided by TE Offices

Employment services, information and advisory services, competence development services and business start-up and development services are offered as public employment and business services. Public employment and business services also include expert evaluations related to the personal customer's service process as well as statutory subsidies and compensations. Tasks related to safeguarding the income of an unemployed jobseeker are carried out in accordance with the Unemployment Security Act.

Any service that supports the employment of an individual customer also at the same time supports the access to labour of an enterprise or other employer. Employment and business services offered to companies and employers include employment services, information and advisory services, pay subsidies, employment coaching services, joint procurement training and paid business development services. Start-up entrepreneurship is supported through information and advisory services, assessment of entrepreneurial skills and preconditions for business activity, career coaching, work placements, entrepreneur training and start-up grants.

The aim of the multidisciplinary joint service is to promote the employment of the unemployed by offering public employment services in accordance with their service needs, as well as social, health and rehabilitation services, through a cooperation model in which the TE Office, the municipality and the Social Insurance Institution of Finland together assess the unemployed persons' service needs, plan together the appropriate services for helping them find employment and take responsibility for the progress and monitoring of their job-seeking process.

Register controller and contact details

As register controller, the Ministry of Employment and the Economy is responsible both for the general functioning of the customer information system of the Employment and Economic Development Office and for the consistency of register operations. The Development and Administrative Services Centre is responsible for the development and maintenance of the information systems. The TE Offices are responsible for the correctness of the data in the register with regards to their own customers. The TE Customer Service Centre is responsible for the correctness of the information stored in the register in connection with its customer calls and other contacts.

Information system register data

[TE Offices' contact information](#)

Overall functionality and consistency of the customer information system

[Contact details of the Ministry of Employment and the Economy](#)

Development and Administrative Services Centre KEHA

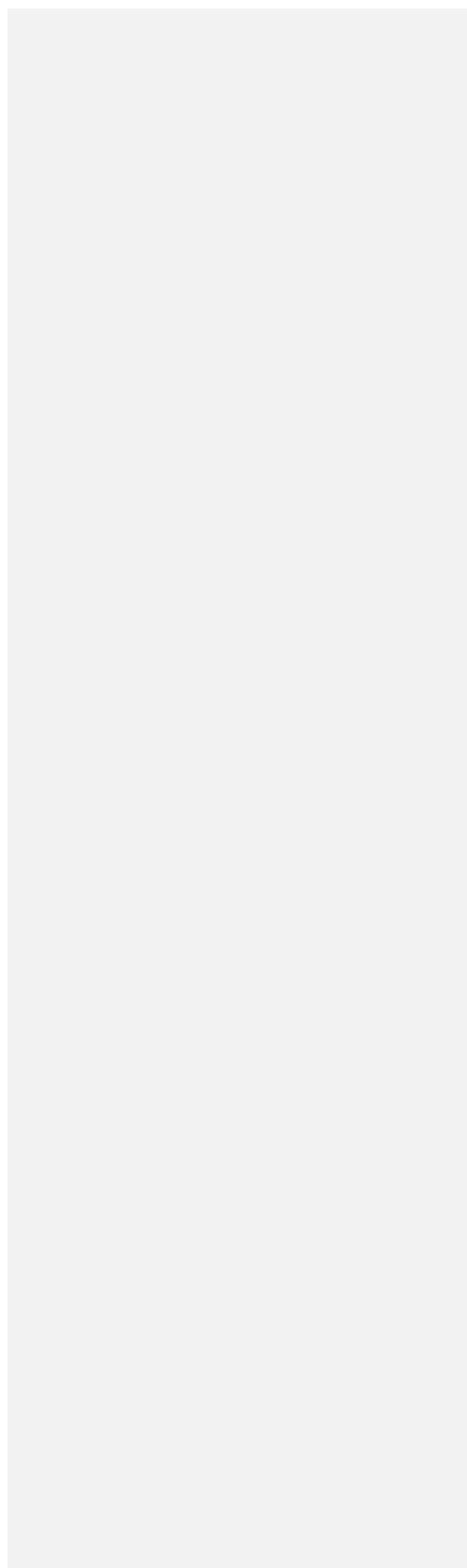
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Processing of personal data

Personal data are stored in personal data files only when there is a justified reason for doing so. The customer data that we store includes the following:

- identification and contact information
- information relating to TE Services customer relationships and interactions
- data concerning education, work experience and expertise
- information on service needs and plans
- information on job offers and presentations to employers
- health condition and other information required for the provision of TE Services
- labour policy statements
- information on TE services and benefits.

Information is needed for the performance of statutory tasks, for the implementation of services and for communication, as regulated by the following laws:

- [Act on Public Employment and Business Services, 916/2012](#)
- [Unemployment Security Act, 1290/2002](#)
- [Act on Job Alternation Leave, 1305/2002](#)
- [Act on the Promotion of Integration, 1386/2010](#)
- [Act on Rehabilitative Work Activities, 189/2001](#)
- [Act on the Multidisciplinary Joint Service for Employment, 1369/2014.](#)

Customer interactions are mainly carried out using electronic customer services. On-site services, telephone-based services and mail-based services are also available.

For security reasons, we do not recommend communication by e-mail. However, if an individual customer uses e-mail, the customer themselves must take care to use adequate e-mail security measures. The TE Office cannot respond by email to questions which relate to a customer's personal situation and which require access to confidential information. This ensures that the information does not fall into the wrong hands. We either provide answers by email at a general level or respond using secure email. In connection with the management of statutory tasks, the TE Services can e-mail the customer information about services promoting employment at the general level.

Personal data submitted is only processed for the performance of statutory tasks. It is processed by employees of the TE Services in the performance of their work duties and by contract-based service providers together with their subcontractors. The TE Office has set the requirement that service providers carry out the processing of personal data in accordance with the requirements of the Data Protection Regulation. Customer information is confidential and the personnel handling it have a duty of confidentiality.

Anonymised data are used to develop the information system and services. The persons engaged in this development work are either persons in an employment relationship who are subject to confidentiality regulations or personnel of a service provider who have a contractual obligation of professional secrecy.

Storage of data is governed by legislation. The TE Services data and the related storage periods are listed in the data control plan, the maintenance of which is the responsibility of the KEHA Centre. Customer data is removed from the register five years after the termination of the customer relationship. In accordance with the Archives Act (831/1994), some of the TE Services customer data have been designated by the National Archive for permanent storage. The data designated for permanent storage is transferred to the National Archive after being removed from the TE Services register.

Kommentoinut [DR1]: data control plan

Disclosure of data

We can only disclose to employers the data required to fill the job position and for which the customer has given their written consent. Such information includes:

- name and contact details of the jobseeker, native language, other language skills and nationality
- jobseeker's training and vocational qualifications and, where needed, their content and grades
- employment history together with details given in certificates of employment
- specialist skills, work and training preferences and a job-seeking presentation prepared by the jobseeker for employers
- information on the person's continuous unemployed jobseeker status during the previous 12 months, which is needed in order to check the conditions for signing a fixed-term employment contract.

The health information disclosed by the customer to the TE Services or provided with his or her consent may only be disclosed to the employer based on specific written consent.

The employer also has the right to know whether a former employee is a jobseeker at the TE Office when they carry out their readmission obligation in accordance with the Employment Contracts Act.

The TE Office sends the unemployment benefit payer (Kela or the unemployment fund) a labour policy statement concerning the conditions for receiving unemployment benefits.

Customer information is disclosed to other authorities if the disclosure of the information is provided by law or if the customer gives their consent to such disclosure. The content of the information to be disclosed is determined by the scope of jurisdiction of the requesting authority. Authorities that have the right to request information about the customer include the Employment and Economic Development Centre, the Social Insurance Institution of Finland, the Local Government Pensions Institution, the Finnish Immigration Service, the police, social welfare authorities and judgement execution authorities.

Employment service statistics

The TE Offices' customer information system is used to produce monthly statistics on the employment services of the Ministry of Employment and the Economy.

Disclosure of information for research purposes

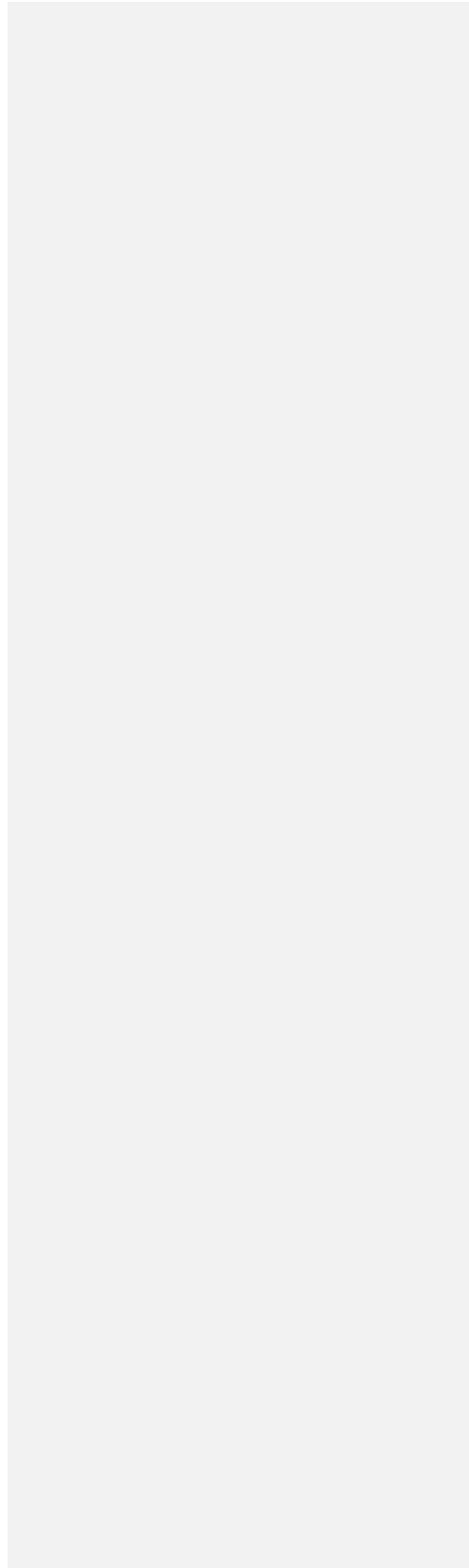
On the basis of a research permit issued by the Ministry of Employment and the Economy, data from this personal register can be released for research purposes, such as statistics, scientific research or

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planning by authorities. The content of the information to be submitted is determined in the research plan attached to the research permit application.



Rights of service users

The user of the services has the right to receive information on what data is stored about them. The user of the services may review the data collected by TE Services and, if necessary, update them.

Right to examine, rectify and supplement your data

The TE Services.com website provides access to the TE E-Services for personal customers, which is a website that brings together the online services of personal customers. Online services for personal customers use the Personal Customer Register (URA) of the Employment and Economic Development Offices (TE Offices). Through E-Services, you can view your own customer data.

The user of the services has the right to check the customer information in the Personal Customer Register. This can be done primarily through E-Services. If needed, you can request the rectification of any incorrect information. It takes around one day for any changes to the data to be updated to the system.

If you do not have access to the strong identification required by E-Services (bank identification, mobile certificate), an inspection request can be made in writing using the form available. In addition, any request for rectification must always be made in writing and must also be signed. The written request must specify which personal data file the [inspection request](#) or [rectification request](#) applies to.

The signed inspection request or rectification request should be delivered to the TE Office where you are registered as a customer. In most cases, this is the TE Office for your area of residence. The form can alternatively be submitted by post or e-mail to the TE Office's registry office or by visiting the TE Office in person. [Contact details for TE Offices](#). The email sender should encrypt the email in order to ensure privacy.

Upon receipt of a written inspection request, the TE Office provides the customer information in the Personal Customer Register as a registered letter, which can be collected from the nearest Post Office. If the response is collected from the Registry Office of the TE Office, a check is made of the person's passport, identity card or driving licence.

The TE Office may provide opportunities for joint review of data. If the TE Office's Personal Customer Register does not contain any information on the customer, they will be informed of this by post. Responses to requests for rectification are also sent by post. The response is accompanied by the register data in its corrected form. If the TE Office, acting as register controller, refuses to make the requested rectification, the TE Office shall issue a written certificate of refusal.

The log data produced by the information system is not counted as customer data contained within the Personal Customer Register. The log information is only disclosed to authorities and on the basis of a separate request for information. The log data generated is used to investigate possible suspicions of data abuse.

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Restriction of processing

The right to object to the processing of personal data does not apply to the performance of the statutory duties of the authority.

Withdrawal of consent to data use

A request may be made to remove the consent to data disclosure that has been given to a particular party.

Complaint or appeal concerning the processing of personal data

If necessary, a user can lodge a complaint or appeal with the Data Protection Ombudsman concerning the processing of their personal data.

If you need more information about the processing of your personal data by the TE Office, please contact the Data Protection Officer at tietosuoja.keha(at)ely-keskus.fi.

Distribution TE Offices, TE Customer Service Centre, KEHA Centre

For Information Only Ministry of Employment and the Economy, ELY Centres