



Data protection and data security for customer satisfaction inquiry of the FIOH Internal Services for evaluating the EuroNanOSH Conference (3-5 December 2007, Helsinki) and Helsinki's suitability as a conference city

The customer satisfaction inquiry is carried out as an electrical inquiry using the Digium application from 13 December 2007 to 14 January 2008. Respondents to the inquiry are both Finnish and foreign conference participants to the EuroNanOSH Conference arranged on 3-5 December 2007 in Helsinki, Finland.

The EuroNanOSH participant list will be used for inviting the participants to fill in an evaluation questionnaire made with the Digium application. The participant list was collected at registration by TAVI Ltd to the Conference organizers and published on printed form for the Conference participants in November 2007. It contains names, mailing addresses, phone numbers, fax numbers and e-mails of the conference participants. The list contains information of both Finnish and foreign participants.

The EuroNanOSH Conference Secretariat at the FIOH Internal Services maintains the participant list and the results of the inquiry in its own premises and systems. Only authorized personnel have access to the database or the premises. The electrical material is held in the FIOH data applications that have been protected by a firewall and the use of the applications is not possible without username and password granted by the FIOH data administration. Only authorized personnel have access to the data. When the results are reported the data will be destroyed from the Internal Services databases.

There will be no respondent log information or information about answering or not answering the inquiry by using the electrical Digium application. There will not be any such information either in the workstations or on the servers of the customers' organization. Both applications, the Digium and the FIOH applications, need specific usernames and passwords granted by the data administration. Answering the Digium inquiry will be effected through a protected telecommunications link. The results of the inquiry will be stored to the Digium server that has also individual safety arrangements. Only authorized personnel have access to the data. Sari Lundin, the Head of Marketing and Services by FIOH, maintains the results of the inquiry in her work room. The work room is locked and is situated in the premises provided with access control system. When the results are reported the data will be destroyed.

The information sheet on the inquiry has been sent to the customers. The customers can have information on the controller, the purpose, response time and voluntariness of the inquiry. Taina Pääkkönen has emailed information on the Digium survey to the participants with email addresses on the participant list. After the inquiry has been conducted, all contact information compiled for the inquiry will be destroyed. The description of the file has been established and is in full review of everyone on the FIOH internet pages at www.ttl.fi/euronanosh during the inquiry. Riitta-Sisko Koskela looks out for the availability of all the FIOH descriptions of the files. She is responsible for the FIOH data protection affairs organized according to the Personal Data Act (523/1999, Section 10).

Helsinki, 22 November 2007

Taina Pääkkönen
Planner (international affairs)