

Processing contact persons' personal data

Why do we collect and process personal data?

Keva's statutory task is to implement pension security in the public sector and to manage the funding of local government employees' pensions and the investment of pension assets. In order to perform these tasks, Keva needs to be in contact with employer customers as well as other stakeholders and cooperation partners. Keva keeps information about the contact persons of the abovementioned parties in order to manage, for example, the following tasks:

- Filing processes for employments and income
- Managing pension payment processes
- Managing rehabilitation matters
- Supporting economy and personnel planning with statistics and research services
- Investment operations
- Cooperation with stakeholders

With the help of artificial intelligence tools, personal data is processed only in assisting tasks. AI tools, such as language models, do not make decisions or respond directly to customers.

Contact persons' personal data may also be used for marketing Keva's services and events, for tasks related to organising Keva's training, and for conducting different questionnaires and research.

What personal data do we process?

We process the following data:

- Name
- Job description and role
- Work contact details (postal address, telephone number, email address)
- Email messages and other communication
- Information about meetings and training attended

How long do we store personal data for?

We store data regarding name and role as well as contact details for as long as the person is performing the job task in question. Other data will be kept for as long as it is needed. The periods for how long Keva stores different documents are defined in Keva's information management plan.

Chatbot conversations in the employer's web service are stored for three months for technical purposes.

Where do we get the data?

- From the individuals themselves
- From the employer customer
- From cooperation parties, service providers and other stakeholders

Who do we disclose data to?

We do not disclose contact persons' personal data to any other parties.

Do we transfer data outside the EU/EEA area?

We do not transfer data to outside of the EU/EEA. Keva's service provider is Microsoft Oy, which processes data in the EEA region. In limited circumstances such as testing and development, the processing of personal data in the United States or outside the EEA area is based on the European Commission's data protection adequacy decision and standard clauses approved by the Commission.

How do we protect your personal data?

We ensure a high level of data protection in our systems. System data protection and personal data protection and soundness are ensured with the help of technical and organisational measures. These measures include, amongst others, data encryption, data protection updates, data protection testing and backups.

Every Keva employee signs a confidentiality agreement for processing personal data as part of his or her job duties. Employees of organisations that process personal data collected by Keva, and who have access to this personal data, are required to sign a confidentiality agreement.

Your personal data is only processed by authorised persons, and credentials for accessing our information systems are only assigned to said persons on the basis of their job duties. Our information systems require a personal username and password to log in. The sessions are logged in our system, which allows the use of the system to be monitored.

How can you check your own personal data?

You have the right to check what information we hold about you in our systems. You can also request to receive copies of any data or documents containing your personal data.

You can file a request to check your personal data via secure email by clicking on [this link](#).

How can you request to rectify, delete, restrict or object to the processing of your personal data?

You have the right to request that any incorrect data held about you in our register be rectified. You can file a rectification request via secure email by clicking on [this link](#).



Information required to perform statutory tasks cannot be deleted from the register. Such data will be deleted automatically after the set timeline for storing the data has expired. You cannot request that processing be restricted or data be transferred to another system if legal grounds exist for processing the personal data in question.

If we should refuse to comply with your request, you have the right to take the matter to the Office of the Data Protection Ombudsman.

Contact details for the Office of the Data Protection Ombudsman:

Office of the Data Protection Ombudsman

Postal address: P.O. Box 800, 00521 Helsinki

Telephone number: +358 29 56 66700

Email: tietosuoja@om.fi

Controller

Keva

Unioninkatu 43

00087 Keva

telephone 020 614 2837 / 020 614 21

Data Protection Officer

Keva

00087 Keva

Telephone 020 614 2332

Email: tietosuoja@keva.fi

Please use secure email by clicking on [this link](#).