

Aalto University

Name: Customer survey on the service International Student Peer Advice - privacy notice

Date: 14.1.2026

Controller, contact person and person in charge of the register

Aalto University Foundation
Postal address: P.O. Box 11000, FI-00076 AALTO
Visiting address: Otakaari 24, 02150 Espoo
Tel. (exchange): +358 (0)9 47001
Saara Maalismaa, Service Manager, LES Student Services,
Email: firstname.lastname@aalto.fi

Data Protection Officer and contact information

Aalto University Data Protection Officer
Postal address: P.O. Box 11000, FI-00076 AALTO
Visiting address: Otakaari 24, 02150 Espoo
Tel. (exchange): +358 (0)9 47001
Email: dpo@aalto.fi

Purpose, origin, and legal basis of the processing of personal data

The purpose of the survey is to:

1. To collect the opinions of Aalto University's International Student Peer Advice customers on the service and how it should be developed to support international degree students in Aalto University. Based on the responses, the aim is to form an understanding of how the customers perceive the International Student Peer Advice services and how they should be developed.
2. Carrying out a draw in connection with the survey and reaching the respondents.

The results of the survey can be used for the International Student Peer Advice's reporting, information, or marketing purposes.

Aalto University's right to process the data subject's data is based on the performance of a task carried out in the public interest.

With regard to the draw, the right to process data is based on the consent of the data subject

A: Is personal data collected directly from the data subject?

Yes

B: Is personal data collected from a source other than the data subject?

Yes. Personal data, in this case the customers' email addresses, are collected from the Sisu student register if the customer is either a first-year bachelor's or master's student and their registered nationality is other than Finland and their native language is other than Finnish or Swedish in Sisu. The email addresses are collected only for the purpose of delivering the survey to the target customer group of the International Student Peer Advice.

Description of data subject categories and personal data categories

The following information is processed in the register: the respondent's customer group and stage of studies.

In addition, the respondent can choose to leave their email address to participate in the prize draw. The draw is carried out through a separate Webropol questionnaire from the survey, and the draw participants' contact information cannot be connected to the answers they have submitted to the survey.

An invitation to the customer survey will be sent by email to those customers who are registered in Sisu as a first-year bachelor's or master's student, and their registered nationality is other than Finland, and their native language is other than Finnish or Swedish in Sisu

Email addresses are obtained from the Sisu student register. Anyone can respond to the survey. A link to the survey is available on the International Student Peer Advice website and at the International Student Peer Advice service point in Otaniemi campus.

Responding to the survey is voluntary. No registration is required to respond, and no strong credentials are collected. The identity of the survey respondents cannot be directly deduced or determined on the basis of the answers. Any identifying information will be made pseudonymous.

The responses to the survey are analysed quantitatively and qualitatively so that the analysis can take into account the respondent's background information: stage of studies and school.

The system by which the survey is carried out

The data source is the questionnaire on the Webropol platform. Webropol Oy is a personal data Processor with whom Aalto University has an agreement on the processing of personal data.

Recipients and categories of recipients of the personal data (i.e. disclosure of personal data)

The data is processed only by those Aalto University employees or persons acting on behalf of and for Aalto University who have the right to process personal data.

Aalto University uses external service providers who may process personal data as part of their service. The Service Provider is a Processor to the extent that it processes personal data in accordance with the purposes defined by Aalto University. The university requires its partners to be reliable and ethical in their operations (Code of Conduct), and the responsibilities related to the protection of personal data are agreed upon in each cooperation relationship in accordance with the General Data Protection Regulation.

The University discloses the information it receives on the request to third parties if required by legislation (e.g. the Act on the Openness of Government Activities).

Transfer of personal data to third countries

The university's data protection policy is to exercise special care if personal data is transferred outside the EU and the European Economic Area (EEA) to countries that do not offer data protection in accordance with the EU's General Data Protection Regulation. The transfer of personal data outside the EU and the EEA is carried out in accordance with the requirements of the General Data Protection Regulation.

Period for which personal data is stored / Criteria used to determine this period

- The email addresses of those who voluntarily participate in the draw will be kept until the prizes have been distributed. After this, the data will be deleted.
- After the data collection period with the survey is completed, the survey data is downloaded and deleted from Webropol, and the collected data is stored securely in an Aalto University network drive. The data collected in the survey will be stored for a maximum of two years.

Rights of the data subject

E-mail addresses for the survey are obtained from the Sisu student register. You have the opportunity to check your own information in Sisu portal (<https://sisu.aalto.fi>) and it is possible to correct your contact information by notifying Learning Services: studentservices@aalto.fi.

Through the Aalto University Personal Data Portal, you can submit GDPR-compliant requests regarding the processing of personal data. The request can be made at <https://datarequest.aalto.fi/en-US/>. However, for changes in contact information and other normal changes, you should primarily use the service addresses of the different services. At your request, the university will provide you with your information as soon

as possible without undue delay. The deadline for submitting information or providing additional information related to a request for information is one month from the date of receipt of the request. If the request for information is complex and extensive, the time limit may be extended by two months.

Right of access to data

You have the right to know what personal data is being processed about you and what data has been stored about you.

Right to rectification of data

You have the right to require that any incorrect, inaccurate, or incomplete personal data concerning you be corrected or completed without undue delay. In addition, you have the right to request that any unnecessary personal data about you be deleted.

Right to object to processing of personal data

In certain situations, you have the right to object to the processing of your personal data, i.e. to request that it not be processed at all. When data is processed for the performance of a task carried out in the public interest, in the exercise of official authority vested in the Controller, or for the purposes of the legitimate interests pursued by the Controller or by third parties, you may object to the processing on grounds relating to your particular personal situation.

The right to be forgotten

Depending on the legal basis for the processing, you may have the right to have your personal data deleted from the university's register. Such a right does not exist, for example, in cases where the processing of your personal data is necessary to comply with a legal obligation or for the exercise of official authority vested in the university. The storage and deletion of your data is carried out in accordance with the university's records management plan (TOS) and the data retention periods required by law.

Right to data portability

You have the right to receive the personal data you have provided to the university in a structured, commonly used, and machine-readable format as well as the right to transfer the data in question to another Controller without hindrance from the university. This right applies to situations where the processing of data is automated and based on consent or a contract.

If you have questions regarding this Privacy Notice, please contact the person in charge of the personal data register:

Saara Maalismaa, Service Manager, LES Student Services team

Email: [firstname.lastname\(at\)aalto.fi](mailto:firstname.lastname(at)aalto.fi), tel. (exchange): +358 (0)9 47001

You can also exercise your rights as a data subject by contacting Aalto's Data Protection Officer

Aalto University's Data Protection Officer

Data Protection Officer: Sirpa Syrjälä

Tel (exchange): +358 (0)9 47001

E-mail: dpo@aalto.fi.

Right to lodge a complaint with a supervisory authority

If you consider the processing of your personal data to be an infringement of data protection legislation, you have the right to lodge a complaint with the Data Protection Ombudsman, which is the supervisory authority. Read more:

[Home - Data Protection Ombudsman's Office \(tietosuoja.fi\)](http://tietosuoja.fi)