

### **1. NAME OF THE REGISTER**

Zoho Desk System – Management of Advocacy Cases

### **2. PURPOSE OF PROCESSING PERSONAL DATA**

The system is used by the Student Union Kaakko in its advocacy work to handle matters concerning students of South-Eastern Finland University of Applied Sciences. Data is collected and processed for documenting, tracking, and resolving individual student advocacy cases.

### **3. PERSONAL DATA PROCESSED**

The register may contain the following information:

- Student's name
- Contact details (email, phone number)
- Student number (if necessary)
- Field of study and campus
- Case-specific information (e.g., description of the issue, communications, resolutions)
- Possible attachments (e.g., decisions, messages, images)
- Other information necessary for handling the case.

### **4. DATA RETENTION PERIOD**

Personal data is retained for a maximum of 3 years after the case is closed, unless legislation requires a longer retention period.

### **5. REGULAR DISCLOSURE OF DATA**

Data is not regularly disclosed to external parties. Data may be disclosed only with the student's consent or in situations required by the university's regulations or law (e.g., to authorities).

### **6. TRANSFER OF DATA OUTSIDE THE EU OR EEA**

Student Union Kaakko uses the Zoho Desk service via servers located within the EU. The service is registered at desk.zoho.eu, ensuring that all service data is stored and processed in data centers located within the EU. Data is not transferred outside the EU or EEA unless the data subject specifically requests the transfer. Zoho Corporation complies with the EU General Data Protection Regulation (GDPR) and provides customers with tools to manage and protect personal data appropriately.

More information:

- [Zoho Desk GDPR Privacy](#)
- [Zoho GDPR Website](#)
- [Zoho Privacy Policy and FAQ](#)

### **8. DATA PROTECTION**

Student Union Kaakko processes personal data confidentially and in accordance with the EU General Data Protection Regulation (GDPR). The processing of personal data is based on legitimate interest or the data subject's consent. Data is processed only to the extent necessary for handling advocacy cases.

The data subject has the right to:

- Access their personal data

- Request correction or deletion of data
- Object to or restrict data processing
- File a complaint with the Data Protection Ombudsman

## 9. DATA SECURITY

Data in the Zoho Desk system is protected by technical and organizational measures.

Security measures include:

- Personal user IDs and passwords
- Restriction of access rights to only necessary personnel. Access to the system is limited to employees and trusted representatives of the student union who need the data for their duties.
- Encrypted data transmission (HTTPS)
- Monitoring and logging of system activity

Zoho Corporation's security practices:

[Zoho Security Practices](#)

## 10. DATA CONTROLLER

Student Union of South-Eastern Finland University of Applied Sciences (Kaakko)

Paraatikenttä 7, 45100 Kouvola, FINLAND

<http://www.opiskelijakuntakaakko.fi>

Business ID: 2802921-9

## 11. CONTACT PERSON FOR REGISTER MATTERS

Executive Director

Sauli Sarjus

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