

Customer Feedback Management Process –

Personal data privacy information. This document aims to provide transparency on how Customer Feedback Management process in Tietoevry process customer's personal data.

To read through Tietoevry's detailed generic data privacy notice, visit [this](#) page.

Privacy information

This privacy notice aims to give you information on how Tietoevry collects and processes personal data as part of the Customer Feedback Management process. It is important that you read this notice together with any other privacy notices we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are processing personal data. This notice supplements the other privacy notices of Tietoevry and is not intended to override them.

Tietoevry group of companies ("Tietoevry") is committed to protecting personal information, in accordance with the General Data Protection Regulation (GDPR) and country-local Data Privacy Laws.

The Customer Feedback Management process enables Tietoevry to exceed customer expectations, by identifying cross-customer improvements and deliver proactive business innovations and growth. The insights we get from the survey responses help us continuously improve and drive customer satisfaction.

As part of the Customer Feedback Management process, we gather, use, store and transfer personal data attributes as below:

- Identity Data such as first name, last name.
- Contact Data such as office address, email address and telephone numbers.
- Data such as responses to Relationship and Delivery experience surveys.

Purpose and legal basis of processing

Tietoevry have set out below, in a table format, a description of all the ways we process personal data, and which of the legal bases Tietoevry rely on to do so.

Purpose/Activity	Lawful basis for processing including the basis of legitimate interest
Customer Feedback Management process, including: <ul style="list-style-type: none">• Sending targeted email, asking you to take a survey,• Analyzing your responses to identify improvement actions,• Communicating back to you, benefits of such actions, for your organization,• providing customer support to Tietoevry users regarding Customer Feedback Management process and tools landscape.	Necessary for our legitimate interests such as <ul style="list-style-type: none">• for sending surveys to solicit Customer feedback,• for the purposes of analysis of feedback responses provided by you,• for communicating benefit of improvement actions back to you,• in some cases, to fulfill Tietoevry's contractual responsibility of conducting a Customer Survey.• to identify new offerings for your organization

Data Protection

All customer's personal data is safeguarded in Tietoevry's secured environment. The platform is Microsoft Azure and data is stored in EU/EEA region. Tietoevry do not share any customer's personal data, fully or partially, directly, or indirectly with any vendor outside Tietoevry organizations.

This personal data is visible to various stakeholders as below:

- Only relevant members in Tietoevry's excellence, delivery and customer teams have visibility to the personal data. These roles are located within Tietoevry's global organization. The data is processed strictly in adherence with the Tietoevry Privacy Policy, available at this [link](#).
- All support personnel sign NDA as part of their employment agreement. The NDA includes securing privacy of customer's personal data.

The personal data is retained in Tietoevry's secured environment, till the time contracts/ agreements are live and valid with our customers, unless specifically asked by customer to delete his/her own personal data.

A customer may write to customerinsight@tietoevry.com asking for his/her personal data and we will provide the same using procedure as specified in the Tietoevry Privacy Policy. Additional details of your rights relating to Tietoevry processing your personal data, including the Tietoevry Data Protection Officer can be found in the Tietoevry Privacy Policy.