

Privacy policy

1. Controller

Finnish Software Testing Qualifications ry
Business ID 2492282-7
Finnish Software Testing Board (FiSTB)
c/o Kimmo Hakala
Terijoentie 1
02130 Espoo, Finland
email: info(at)fistb.fi

2. Contact person in matters concerning the register

Kimmo Hakala
Terijoentie 1
02130 Espoo, Finland
email: info(at)fistb.fi

3. Name of the register

FiSTB ry Customer Register

The register consists of separate subregisters such as the membership register, the customer register, the event participants register, the marketing register and the financial register. This privacy policy applies to all the above-mentioned registers. The following data is saved in the registers: personal data of the association members, union representatives, trainers, participants in trainings and events, people who have made an undertaking, people at work or otherwise employed at the association, partners and people belonging to other stakeholder groups.

This privacy policy does not apply to the third-party websites, applications or services which may be available in the services of the Finnish Software Testing Qualifications ry through the supplementary services offered by the partners. By opening the partner website, the user leaves the website of the association in which case a third party can collect and share the information collected on the user. The Finnish Software Testing Qualifications ry always recommends becoming acquainted with the privacy policy of the third-party service, before allowing the collection and the use of their personal data within the services in question.

4. Ground for keeping the register

- Creation and maintenance of the membership list according to the Association Act (26.5.1989/503), article 11
- Administration of the association
- Association activity and other communication activities including international cooperation

- Customer register for marketing purposes to be maintained for potential and present members and customers messages

5. Purpose of processing of personal data

The membership register contains information about the members of the Finnish Software Testing Qualifications ry. The collector uses the membership register primarily for the management of the association members matters.

The data can be used, with some access restrictions, by the association people needing them for the fulfilment of tasks and, with agreed restrictions, by the subcontractors of the association according to data protection provisions and instructions by the Finnish Software Testing Qualifications ry.

In addition, the customer registers contain the data of the participants in trainings and events of the association, the participants in the certification tests and those who have been awarded the certificates, the personnel of the association and the members of the board, the elected officials and other clerical staff, and the persons related to the partnerships with the association.

The personal data recorded in the marketing register is used for communicating the events and the activity of the association, and for their marketing and membership marketing. The data can be used also for research and statistical purposes.

The collector can process the data for the following purposes:

- Maintenance of association members data
- Granting of members benefits and informing about member services and benefits
- Direct marketing of benefits and services offered by the collector partners to the members
- Communication and marketing activities implementation and management of the contact history
- Direct marketing of the products and services in the field to the members
- Membership activity
- Activity on the network services
- Billing of membership fees
- Developing of the collector activity
- Research and statistical purposes
- Handling of information related to the certification activity, such as registrations, information on the results and payment information related to the certification

6. Content of the data in the register

The following data about the members is collected and recorded:

- Data related to the members as applicable
 - Full name

- Member number
 - Telephone number
 - E-mail address
 - Date of birth
 - Sex
 - Native language
 - Allergies and special diets (only for events)
 - Street address
 - Postal code and town
 - Place of domicile and country
 - Occupation
 - Work experience
 - Employer
 - Billing information
 - Awarded certificates, certificate numbers
 - Organiser of the certification course
 - Date of the certification course
 - Authorization to the direct marketing
 - Authorization to receive the FiSTB newsletter
 - Authorization to transmit the data to training companies
 - Authorization to forward the data to the ISTQB Successful Candidate Registry (SCR)
- Information related to the membership
 - Membership
 - Type of member
 - Joining and withdrawing date
 - Member benefit choices
 - Data on the membership payment
 - Data on the member participation in the trainings and events arranged by the association
 - Positions of trust and organisation tasks and relative term of office
 - The participation of non-members in the trainings and events arranged by the association
 - Results on the certificates: registration to the certification tests, relative payment information and certificate results
 - Data collected for research and marketing purposes

7. Regular sources of information

The data is obtained mainly from the members or their representative. The source of information is the data given by the members when joining the association, registering to an event or certificate exam, and the data received from the members or collected during the membership period. Changes to the members data are also received, if necessary, from the notification of the membership fee paid by the employer, and in connection with buying and using the services. Personal data is collected in the marketing register also in case of oral or written contacts.

8. Regular transmission of data

Data in the register is regularly transmitted in order to carry out the member activity. Data is transmitted for granting the members benefits to the subcontractors and the partners when events are organized. When transmitting the data, the restrictions communicated by the members are taken into consideration.

9. Transfer of data outside the EU or EEA

The Finnish Software Testing Qualifications ry can transfer personal data outside the EU and the EEA when the association uses subcontractors for processing the data. The data transfer is carried out according to data protection legislation and within the limits set by it.

10. Principles of the register protection

The information security of personal data processing and the confidentiality, integrity and usability of the personal data, are assured by technical and administrative measures according to the information security principles of the Finnish Software Testing Qualifications ry. The personal data is protected against unauthorized intrusions and illegal or accidental processing. In order to access and modify the data, a username and a password are needed, and data is handled by persons and subcontractors specifically entitled to process member data by the Finnish Software Testing Qualifications ry. The connection to the system takes place using an encrypted Internet connection.

11. Right to verify and revise faulty data

A person has the right to verify the data concerning themselves in the register according to the Personal Data Act, article 26. The sources of information of the register have been stated above in paragraph 7.

Regular sources of information. The verification request must be sent in writing to the register contact person. When sending the request, the person must provide the necessary information to find the data: name, address, telephone number and username or identifier information (member number or email).

The verification request has to be sent in writing to the following address:

Finnish Software Testing Board
(FiSTB) c/o Kimmo Hakala
Terijoentie 1
02130 Espoo, Finland

The answer to the verification request is delivered by post to author of the request. For verifying the data, a reasonable fee will be charged if from the previous verification it has passed less than one year.

Upon request of a registered member, and without undue delay, the collector must correct, remove or complement the personal data in the register, which from a data processing

perspective is wrong, unnecessary, incomplete or outdated. The correction request must be made in writing to the person responsible for the customer register of the Finnish Software Testing Qualifications ry, at the address: info(at)fistb.fi. The request must mention the necessary information for the data correction and the necessary details to identify the member.

12. Right to deny usage

According to the Personal Data Act, article 30, members have the right to forbid the collector from transmitting or processing data relating to them for direct mail advertising and other direct marketing purposes. The request must be sent in writing to the address: info(at)fistb.fi.