

# Customer Experience Process – Personal data privacy information

This document aims to provide transparency on how customer experience processes in TietoEVERY process customer's personal data.

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

## Privacy information

This privacy notice aims to give you information on how TietoEVERY collects and processes personal data during customer experience surveys and further analysis of it. 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 TietoEVERY and is not intended to override them.

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

The Customer Experience process enables TietoEVERY 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 to higher levels.

As part of customer experience processes, 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

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

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

# Data Protection

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

This personal data is visible to various stakeholders as below:

- Only relevant members in TietoEVERY's delivery and customer teams have visibility to the personal data. These roles are within EU/EEA or the relevant customer country.
- Support personnel outside EU/EEA who use data only for troubleshooting and support purposes. The data is processed strictly in adherence with the TietoEVERY 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 TietoEVERY'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@tietoevery.com](mailto:customerinsight@tietoevery.com) asking for his/her personal data and we will provide the same using procedure as specified in the TietoEVERY Privacy Policy. Additional details of your rights relating to TietoEVERY processing your personal data, including the TietoEVERY Data Protection Officer can be found in the TietoEVERY Privacy Policy