

SERVICE STANDARD

APPROVED BY
Directive No. 13 of Director General of
Statistics Estonia from 27th January 2010
Annex 3

Use of confidential data in safe centre

Legal persons and agencies can use the confidential data, that are at the disposal of Statistics Estonia, for scientific purposes at a specially adjusted safe centre in Statistics Estonia.

Application for the right of use

A legal person or agency wishing to use the service shall submit to Statistics Estonia a written application setting out the following information:

- 1) name of legal person or agency;
- 2) registry code of legal person or agency;
- 3) title of the research;
- 4) objective of the research;
- 5) a list of data necessary for the research;
- 6) a list of the data that the applicant has obtained from other sources and that he/she wishes to link with the data applied for;
- 7) a list of the persons wishing to use the relevant data during the research (name, personal identification code, email address).

Application can be submitted

- by email to the address stat@stat.ee,
- by post to the address 15 Endla St, 15174 Tallinn,
- to the Information Centre of Statistics Estonia (9 a.m. – 4 p.m. from Monday to Friday, 15 Endla St, Tallinn).

Term for satisfaction of application

Statistics Estonia shall notify the applicant of the satisfaction of application within fifteen working days. Provided that the application cannot be satisfied because of insufficiency of the data submitted, Statistics Estonia shall contact the person having submitted the application within two working days for further specification of data. In case the application is satisfied, Statistics Estonia shall enter into a contract with the applicant on the use of data within ten working days.

Conditions for the use of safe centre

- Safe centres are located in the offices of Statistics Estonia: at 15 Endla St in Tallinn and at 1 Ülikooli St in Tartu.
- On the basis of advance registration, safe centres are available for use from 9 a.m. – 4 p.m. on working days.
- Users have no possibility to print from safe centre computers, copy files to external data media or use the Internet on the safe centre computer.
- On the safe centre computer, every user has a separate folder for every research, wherein intermediate results of the respective research can be saved. The backup of such folders is

ensured by Statistics Estonia. Every user has access only to the data specifically needed for his/her research.

- After disclosure control performed in Statistics Estonia, the research results are sent to the user's email address.
- In case the user needs to save his/her own files on the safe centre computer, the given files shall be saved by an employee of Statistics Estonia.

Price

The use of confidential data in the safe centre is free of charge, the user shall pay only for data preparation costs: the cost for one set of data per year is 100 euros, the cost for every subsequent year is 50 euros.

Statistics Estonia shall store all confidential data released to users for scientific purposes free of charge for 25 years. Statistics Estonia shall store the users' working files free of charge for one year upon expiry of contract.

Complaints and proposals

Complaints and proposals made in writing with respect to examination of data shall be registered. If possible, minor complaints shall be dealt with by Senior Consultant on the spot. Supervision over the satisfaction of complaints shall be the responsibility of the Head of Information and Marketing Service. Complaints filed by post, fax or email shall be responded to by Statistics Estonia in writing. Complaints shall be responded to within ten working days of the day when the respective complaint was registered. In case a response to a complaint requires collection of additional information, the term can be extended to 30 days. Proposals for a better provision of service as well as complaints can also be submitted by information telephone +372 625 9300 and on site.

The Service Standard shall be updated at least once a year.

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