Helsinki

Privacy Policy

EU General Data Protection Regulation (2016/679), Articles 13 and 14

Processing of personal data to carry out the duties of the Data Protection Officer

Controller

City of Helsinki / City Board

The controller duties have been delegated to the Data Protection Officer (Helsinki City Board decision, 26 October 2026, § 20).

If you need to contact the data controller, you will find a list of contact information at the end of this Privacy Policy.

Why and on what grounds do we process your personal data?

We process your personal data to carry out the statutory duties of the data protection officer. Personal data are processed specifically to give advice regarding the processing of personal data, to monitor compliance with data protection legislation, support data protection impact assessments, process personal data breaches and to carry out the duties of the data protection officer as point of contact in cases related to the processing of personal data. Personal data can also be processed in collaboration with a supervisory authority.

Legal grounds for the processing are Article 6(1)(c) of the EU General Data Protection Regulation (compliance with a legal obligation). Articles 37–39 of the EU General Data Protection Regulation contain provisions on the data protection officer and their duties.

Carrying out the statutory duties of the data protection officer may occasionally involve processing of data belonging to special categories of personal data. Such data is processed only as far as is necessary for carrying out a task of the data protection officer in accordance with the EU General Data Protection Regulation. The processing is founded primarily on reasons of substantial public interest stipulated in Article 9(2)(g) of the EU General Data Protection Regulation and on the derogations in Article 9(2) of the EU General Data Protection Regulation.

What personal data do we process?

We process personal data that is necessary to carry out the duties. These may include, for example, the name and contact information of the data subject or other contacting person, information on the substance of the contact or the case and information resulting from the processing of the case. What personal data are being processed is determined by the nature of the present case.

In individual cases, the processing may also involve special categories of personal data or other sensitive personal data if they relate to the present case, contact or material submitted to help resolve them.

Where do we get your personal data from?

We process personal data that we receive from you when you contact us, make an inquiry, request or notice, or in connection with other use of our services. In addition, personal data can be received from the City of Helsinki’s administrative divisions, municipal enterprises, agencies and services and from documents, systems and reports that are necessary for carrying out the statutory duties of the data protection officer. Personal data can also be received from authorities such as the office of the Data Protection Ombudsman when, for example, the data protection officer participates in resolving the case or cooperates with a

supervisory authority to carry out their statutory duties. In the course of carrying out their statutory duties, the data protection officer may also receive personal data from sources other than the ones listed above. In such cases, the data are processed only to the extent necessary for carrying out the duties of the data protection officer.

To whom do we disclose or transfer your personal data?

Personal data are disclosed only to the degree it is necessary for carrying out the statutory duties of the data protection officer. To resolve a case, data may be disclosed to the City of Helsinki's divisions, municipal enterprises, agencies, experts and other parties, or, if necessary, to a third party and to the office of the Data Protection Ombudsman whenever the data relate to the present case or the data protection officer's collaboration with a supervisory authority.

The City of Helsinki uses service providers in the processing of the city's personal data. The service providers act as the city's processors of personal data. These service providers include Microsoft as supplier of cloud and productivity services and the suppliers of other information systems and technical services used by the city. The service providers process personal data on behalf of the City of Helsinki in accordance with the city's guidelines.

Will your personal data be transferred outside the EU or EEA?

Depending on the situation, your data may be processed in the cloud service provided by Microsoft. According to the Microsoft EU Data Boundary commitment, data stored in the Microsoft cloud services are processed and stored only in systems and service environments within the European Union. Microsoft support services may sometimes be carried out outside the European Economic Area (EEA). In this case, the transfer mechanism complies with the EU-US data protection framework that Microsoft has committed to using.

How long do we store your personal data?

Personal data are stored for as long as it is necessary for carrying out the statutory duties of the data protection officer. Data storage periods are determined by the City of Helsinki's information management plan and regulations concerning archiving. A typical storage period is 10 years after the conclusion of the processing, but the storage period may be longer or shorter than this in individual cases depending on the purposes of the processing and the nature of the document.

Automated decision-making and profiling

There is no automated decision-making or profiling related to personal data processing operations.

Your rights with regard to the processing of your personal data

The rights of the data subject and instructions for exercising them can be found at:

https://www.hel.fi/en/decision-making/information-on-helsinki/data-protection-and-information-management/data-protection/rights-of-data-subjects-and-exercising-these-rights

Right to access data (right of access by the data subject, Article 15)

You have the right to know what personal data about you is being processed and stored. The City of Helsinki will provide the information without undue delay, at the latest within one month of receiving the request. If necessary, this period may be extended by a maximum of two months if the request is of exceptional scope and complexity. If the deadline is extended, the city will notify the person requesting the information of this within one month of receiving the request, and state the reasons for the delay.

If the city does not approve the request, it will notify the data subject of this no later than one month after receipt of the request. The city will also state the reasons for the refusal, unless this would compromise the purpose of the refusal. You will also be notified in this context

about the possibility of lodging a complaint with a supervisory authority and seeking other legal remedies.

Right to rectification of data (Article 16)

You have the right to demand that the City of Helsinki rectifies inaccurate or incorrect personal data about you without undue delay. In addition, you have the right to have incomplete data completed. Whether or not the data is incomplete is determined by taking into account the purpose of the processing of the personal data.

If the city does not approve your request for rectification, it will issue a written certificate stating the reasons the request was refused. You will also be notified in this context about the possibility of lodging a complaint with a supervisory authority and seeking other legal remedies.

Right to restriction of processing (Article 18)

In certain situations, you may have the right to request that the processing of your personal data be restricted for a period of time, until your data has been reviewed, corrected or completed in an appropriate manner. Such a situation could be, for example, if you dispute the accuracy of your personal data, in which case the processing of your data will be suspended for the period during which the city verifies its accuracy.

Right to lodge a complaint with a supervisory authority (Article 77)

You have the right to lodge a complaint with a supervisory authority if you consider that the processing of your personal data violates the EU General Data Protection Regulation (EU) 2016/679. You also have the right to exercise other methods of administrative appeal and legal remedies.

Office of the Data Protection Ombudsman
Street address: Lintulahdenkuja 4
Postal address: P.O. Box 800, 00531 Helsinki
Email: tietosuoja@om.fi
Telephone exchange: +358 29 56 66700

How can I contact the Data Protection Officer?

City of Helsinki's Data Protection Officer
tietosuoja@hel.fi
+358 9 310 1691 (telephone exchange)

Data Controller contact information:

City of Helsinki Register Office, PO Box 10 (Pohjoisesplanadi 11–13), 00099 City of Helsinki

Email: helsinki.kirjaamo@hel.fi

Secure email: https://suojattusahkoposti.hel.fi/

This Privacy Policy has been updated on 28 October 2026.