Helsinki

Privacy Policy

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

Case and document administration

Controller

City of Helsinki / City Board

Why do we process your personal data and on what legal basis?

Personal data are processed for the purposes of the City's document administration and the fulfilment of related legal obligations. The purpose of the processing is to ensure the proper management, discoverability and accessibility of the documents and to ensure the provision of information services related to the documents.

Article 6(1)(b) of the EU General Data Protection Regulation (GDPR): processing is necessary for the performance of a contract to which the data subject is a party or in order to take steps at the request of the data subject prior to entering into a contract.

Article 6(1)(c) of the EU General Data Protection Regulation: processing is necessary for compliance with a legal obligation to which the data controller is subject.

Article 6(1)(e) of the EU General Data Protection Regulation: processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

The processed special categories of personal data comprise health-related information. The processing is legal based on article 9(2)(h) of the EU’s General Data Protection Regulation, according to which processing is necessary for the purposes of the provision of healthcare or social care.

EU General Data Protection Regulation (679/2016), Data Protection Act (1050/2018), Act on Information Management in Public Administration (906/2019), Archives Act (831/1994), Act on the Openness of Government Activities (621/1999).

Which personal data do we process?

Identification and contact information of natural persons and entities recorded in the case management system, accumulated in connection to the implementation of the City of Helsinki's case management and service provision, as well as information necessary for the handling of the case, such as name, address, email address and telephone number.

Client or medical records collected by the City of Helsinki Social Services and Health Care Division are not covered by this register.

Personal data relating to contracts, such as the contact persons and persons responsible specified in the contracts and the parties to the contracts.

System users, usernames

From where do we collect your personal data?

The data are collected from the data subject.

In cases where personal data are processed for the fulfilment of a legal obligation and the data are obtained from the data subject, but the data subject does not provide the information, the service cannot be provided. If personal data are processed for the purpose of a contract and the data are obtained from the data subject himself/herself, but the data subject does not provide the information, no contract can be made.

The information in the register is obtained from the concerned parties, the initiator, the party giving the statement, the case handler and the contract partners.

To whom do we transfer or disclose your personal data?

The data are disclosed to requesting parties in accordance with the Act on the Openness of Government Activities. The data and documents are public unless they are expressly provided by law to be kept secret.

The minutes will be made available on the public information network. Only personal data that is necessary for access to information will be published in the minutes. The personal data contained in the minutes will be deleted from the information network at the end of the time limit for lodging a claim or an appeal. For confidential publications, information on the confidentiality and the reason for confidentiality are shown.

Technical support from system suppliers may require access to the data. The processors of personal data are also suppliers of the technical systems.

Is your personal data transferred outside of the EU or EEA?

No data from the register is transferred outside the EU or EEA.

Personal data are processed in the Azure Region North/West Europe cloud. M-Files delivers services entirely within the EU/EEA. Cloud service data are processed and stored only on systems and server environments located within the European Union.

In exceptional circumstances, data transfers to the US are possible. In these situations, the mechanism for transferring personal data is the Data Privacy Framework between the EU and US, to which Microsoft is committed.

How long do we keep your personal data?

The data contained in the register is permanently stored in accordance with the City’s data management plan, either permanently or for a fixed period. The data management plan defines the retention period for each dataset based on their purpose of use, the need for use and the legislation. The City follows the National Archives of Finland’s screening decisions on document retention periods and makes use of the public administration's retention period recommendations. The National Archives of Finland govern the datasets that are to be permanently stored, i.e. archiving.

Automated decision-making and profiling

No automated decision-making or profiling is applied in case management.

Rights concerning the processing of your personal data

Rights of data subjects and instructions on how to exercise them can be found from: 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 of access (right to access one's personal data, Article 15)

The right applies to the processing of personal data where the processing is based on the controller's legal obligations, and to processing based on a task carried out in the public interest.

You have the right to obtain confirmation as to what personal data concerning you is being processed and what data concerning you has been 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 an exceptional scope and complexity. If the time limit is extended, the City will inform the person requesting the information of this within one month of receiving the request, as well as of the reasons for the delay.

If the City refuses to fulfil your access request, it will inform you of this within one month of receiving the request. The City will also provide the reasons for the refusal, unless doing so would compromise the purpose of the refusal. You will also be informed of the possibility of lodging a complaint with the supervisory authority and of judicial remedies.

Right to rectification (Article 16)

The right applies to the processing of personal data where the processing is based on the data controller's legal obligations, and to processing based on a task carried out in the public interest.

You have the right to demand that the City rectifies inaccurate and incorrect personal data concerning you without undue delay. You also have the right to have incomplete data completed. Whether the data are incomplete will be determined based on the purpose of the processing of the personal data.

If the City does not accept your demand for rectification, it will issue a written certificate stating the reasons why the demand was not approved. You will also be informed of the possibility of lodging a complaint with the supervisory authority and of judicial remedies.

Right to erasure, right to be forgotten (Article 17)

The right applies to the processing of personal data where the processing is based on the data controller’s legal obligations, and to processing based on a task carried out in the public interest.

- You have the right to request the erasure of personal data concerning you in the following cases:
- You withdraw your consent on which the processing was based and there is no other legal basis for the processing.
- You object to the processing of the personal data for purposes of direct marketing.
- You object to the processing on grounds relating to your particular situation and there are no overriding legitimate grounds for the processing.
- Your personal data have been unlawfully processed.
- The personal data have to be erased for compliance with a legal obligation in Union or Member State law to which the data controller is subject.
- The personal data have been collected in relation to the offer of information society services and concern a minor.

If the City does not accept your request for erasure, it will issue a written certificate stating the reasons why the request was not approved. The possibility of lodging a complaint with a supervisory authority and of seeking other remedies is also mentioned in connection with the certificate.

The right to erasure does not apply to processing that is necessary for the fulfilment of the City's legal obligation, the performance of a task carried out in the public interest or in the exercise of official authority vested in the City.

Right to restriction of processing (Article 18)

The right applies to the processing of personal data where the processing is based on the controller's legal obligations, and to processing based on a task carried out in the public interest.

In certain situations, you may have the right to request that the processing of personal data concerning you be restricted until the data have been duly checked and corrected or completed. Such situations include you contesting the accuracy of the personal data, in which case processing will be restricted for the period it takes the City to verify the accuracy of the data.

Right to object (Article 21)

The right applies to the processing of personal data for a task carried out in the public interest.

You have the right, based on your particular personal situation, to object at any time to the processing of personal data concerning you when the processing is based on legitimate interests, the performance of a task carried out in the public interest or the exercise of official authority vested in the City. In this case, the data may continue to be processed only if there is a substantial and justified reason for the processing that the City is able to demonstrate. The processing may also continue if the processing is necessary for the establishment, exercise or defence of legal claims.

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

You have the right to lodge a complaint with the supervisory authority if you consider the processing of personal data concerning you to infringe the EU General Data Protection Regulation ((EU) 2016/679). In addition to this, you have the right to exercise other administrative and judicial remedies.

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

How can you contact us for questions related to data protection?

Contact person

Senior Specialist, City Executive Office / Administration Division / Administration and Development Services / Information and Secretarial Services

The person responsible for the service

City Executive Office / Digitalisation Division / Digitalisation Director

In accordance with section 182 of the City Board decision on the responsibilities and tasks concerning register keeping in the City Executive Office issued on 7 March 2022, the person in charge of the register is the Head of Information Management appointed by the Chief Digital Officer.

Contact information

City of Helsinki Register Office
Postal address: P.O.Box 1, 00099 Helsingin kaupunki
Visiting address: Pohjoisesplanadi 11–13, 00170 Helsinki
Email: helsinki.kirjaamo@hel.fi
Telephone extension: +358 9 310 137 00

Contact information of Data Protection Officer

Data Protection Officer of City of Helsinki
Email: tietosuoja@hel.fi
Telephone extension: +358 9 310 1691

This privacy policy was last updated on 7 April 2026