



Privacy policy

EU General Data Protection Regulation (2016/679)

1 June 2022

City of Helsinki's digital support customer data file

1. Controller

City of Helsinki/City Board

2. Person in charge of the register

Title

City Executive Office/Communications Unit/Chief of Advice Services

In accordance with Section 182 of the City Board's Decision on 7 March 2022 concerning the responsibilities and tasks related to the controllership, the person responsible for the register shall be the Chief of Advice Services appointed by the Chief Communications Officer.

3. Contact person for the register

Title

Special Planning Officer, City Executive Office/Communications/Participation and Citizen Information

Contact information

City of Helsinki, Registrar's Office, P.O. Box 10 (Pohjoisesplanadi 11–13), FI-00099 City of Helsinki

4. Purposes of the processing of personal data and the legal grounds for the processing

Purposes of the processing

The purpose of processing personal data is to provide residents with support in using digital services.

Legal grounds for the processing

Article 6(1)(a) of the EU General Data Protection Regulation: The data subject has given consent to the processing of his or her personal data for one or more specific purposes.

Essential legislation

- EU General Data Protection Regulation (679/2016)
- Data Protection Act (1050/2018)

5. Data content of the register

Name and contact information of the person requesting digital support, type of the device concerned, desired guidance topic, desired guidance date and time.

6. Regular disclosures of personal data

Data saved in the register is not disclosed to a third party, including outside the EU or EEA.

7. Data storage periods

Data is stored for up to six months.

8. Sources of personal data

Data is obtained from the person concerned when he or she requests guidance or makes an appointment.