



Privacy Policy

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

Processing of personal data for the City of Helsinki's cooperation with organisations

Controller

City of Helsinki / City Board

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

The processing of personal data relates to the coordination and development of cooperation between the City of Helsinki and organisations, associations, foundations and action groups. The purposes of the processing of personal data are:

- Coordination and development of cooperation with organisations
- Cooperation and communication with organisations and their contact persons, whether on a one-to-one basis or within cooperation networks
- Communicating with organisations and their contact persons: for example, distributing surveys aimed at organisations and providing information about events

Legal grounds for the processing of personal data

In accordance with Article 6(1)(e) of the EU General Data Protection Regulation, the 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.

For the purposes of direct marketing, we request your consent in accordance with Section 200 of the Act on Electronic Communications Services.

What personal data do we process?

- Name
- Telephone number
- Email address
- Job title and role within the organisation
- Areas of interest and responsibility relating to work tasks and operations (for example, the target groups or themes relevant to the person's work)
- Information regarding possible participation in the City of Helsinki's Advisory Board for Organisations or other collaborative networks
- Language of communication, in other words, the language in which the city contacts the person

Where do we get your personal data?

We collect personal data primarily from the data subjects themselves when they contact us, for example by email, telephone, in person or through other means.

Data may also be collected via online forms, for example when a person acts as the contact person for a grant application.

In addition, we may collect and update personal data from public registers and data sources, such as the registers maintained by the Finnish Patent and Registration Office (PRH). Information can also be gathered from organisations' websites.

To whom do we disclose or transfer your personal data?

As a general rule, we do not disclose personal data.

Processors of personal data

In the customer management system used in our cooperation with organisations, the technical system supplier of the system and the City of Helsinki's contracted service providers act as data processors.

The city may outsource the processing of your personal data to an external system supplier or service provider under a separate service agreement. In such cases, the processing of personal data takes place on behalf of and for the benefit of the city, to fulfil a purpose determined by the city. The City of Helsinki remains the data controller for your personal data. The city and the service provider are jointly responsible for the correct processing of your personal data.

Key processors: DigiHelsinki, Digia, Microsoft, KPMG.

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

The City of Helsinki ensures by default that your personal data is processed within the EU or EEA. However, in some cases, the city's services or operations may also be implemented using service providers, services and servers located elsewhere. In such cases, your personal data may also be transferred outside the EU or EEA, for instance, to the USA. In exceptional circumstances, data may be processed in the USA. In such cases, the basis for the data transfer is an adequacy decision referred to in Article 45 of the General Data Protection Regulation (GDPR), combined with the service provider's commitment to the Data Privacy Framework. The GDPR sets strict criteria for the transfer of personal data to countries where legislation on the processing of personal data deviates from the requirements of European data protection legislation. In such cases, the City of Helsinki undertakes to comply with the requirements for an adequate level of protection for personal data, and, where applicable, obliges the system suppliers and service providers it uses to comply with the corresponding data protection obligations in the manner required by data protection legislation.

How long do we store your personal data?

We store personal data for 5 years from the date of the most recent event relating to the data subject. Examples of such events include sending or receiving a message, a meeting, other forms of communication and the handling of matters.

In order to fulfil obligations relating to information security and data protection, log data generated in the course of providing services is stored for 10 years.

Automated decision-making and profiling

We do not use automated decision-making and profiling.

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 object (Article 21)

You have the right, on grounds relating to your particular situation, to object at any time to the processing of your personal data if the processing is based on a legitimate interest, the performance of a task carried out in the public interest or in the exercise of official authority vested in the city. In such a case, the processing of the data may continue only if the city can demonstrate compelling and legitimate grounds for the processing. The processing may also continue if it is necessary for the establishment, exercise or defence of legal claims.

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

Whom can I contact if I have questions about data protection?

Contact person:

Helsinki City Executive Office / Communications / Participation/ Cooperation / Development
Director

[kanslia.avustukset@hel.fi/](mailto:kanslia.avustukset@hel.fi)

Person responsible

City Executive Office / Communications / Chief Communications Officer

In accordance with Section 182 of a 7 March 2022 decision by the City Board on the tasks and responsibilities related to register management in the City Executive Office, the person responsible for the register is the Chief Communications Officer.

Contact information

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

Contact information of the data protection officer

City of Helsinki's Data Protection Officer

tietosuoja@hel.fi

+358 9 310 1691 (telephone exchange)

This Privacy Policy has been updated on 22 September 2026.