



Privacy policy

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

Processing of personal data in the collection of customer feedback for International House Helsinki

Controller

City of Helsinki / City Board

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

Personal data is processed to collect and assess customer feedback from customers of International House Helsinki in order to develop operations.

- In line 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 an official authority vested in the controller.

What personal data about you is processed?

The Roidu feedback system does not, in principle, collect personal data. The personal data that is processed is the information submitted by the person giving feedback.

From where do we collect your personal data?

The data is obtained from the persons themselves in connection with them providing feedback.

To whom do we disclose or transfer your personal data?

A company called Roidu, which provides the feedback system (an online form) used by International House Helsinki.

Will your personal data be transferred outside the EU/EEA region?

No data is transferred outside the EU/EEA.

How long will we keep your personal data?

We will store your feedback for five years. If there is personal data in the feedback, we will delete it every six months.

Automated decision-making and profiling

The service does not include any automated decision-making or profiling.

Your rights regarding the processing of your personal data

Find more information on the rights of data subjects and instructions for exercising these rights 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 (Article 15)

You have the right to be informed about what personal data on you is being processed and stored. The City of Helsinki will deliver this information without undue delay, no later than

one month after receiving a request to do so. If necessary, this period may be extended by a maximum of two months, if the request is of exceptional scope and complexity. If the time limit is extended, the city will inform the person requesting the information of the extension and the reasons for the delay no later than one month after receiving the request.

If the city refuses to provide the requested information, it will inform you of this no later than one month after receiving the request. The city will also inform you of the reason for the refusal, unless it puts the purpose of the refusal at risk. At the same time, it will inform you of the possibility of lodging a complaint with a supervisory authority and using other legal remedies.

Right to rectify information (Article 16)

You have the right to demand that the city rectifies any unclear or inaccurate personal data on you without undue delay. You also have the right to request completion of any incomplete information. Any possible cases of incomplete data will be resolved with due consideration of the purpose behind processing the personal data.

If the city refuses your demand for rectification, it will issue a written certificate stating the reasons for this refusal. At the same time, it will inform you of the possibility of lodging a complaint with a supervisory authority and using other legal remedies.

Right to restrict processing (Article 18)

In certain situations, you may have the right to request that the processing of your personal data be restricted until your data has been duly checked and corrected or completed. A situation such as this may, for example, involve you challenging the accuracy of your data. In this case, the processing of your personal data is restricted while the city checks the information in question.

Right to object (Article 21)

You have the right to object at any time, on grounds related to your personal situation, to the processing of your personal data when the processing is based on the performance of a task carried out in the public interest or in the exercise of an official authority vested in the city. In a case such as this, the data can only be further processed if the city can demonstrate

a substantial and justified reason for such processing. The processing can also continue if it 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 that the processing of your personal data infringes the EU General Data Protection Regulation (2016/679). You also have the right to exercise other administrative and judicial remedies.

[Office of the Data Protection Ombudsman](#)

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How to contact the city with data protection issues

Contact person

City Executive Office / Economic Development / Migration Affairs / Settling in / Team Lead

ihh@hel.fi

Person responsible

City Executive Office / Economic Development / Migration Affairs / Director of Migration Affairs

Contact information

City of Helsinki, *City Register Office P.O. Box 10 (Pohjoisesplanadi 11–13) 00099 City of Helsinki*

Data Protection Officer contact information

Data Protection Officer of the City of Helsinki

tietosuoja@hel.fi

Tel. +358 (0)9 310 1691 (switchboard)

This privacy policy was last updated on 23 April 2025.