



Privacy Policy

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

Privacy policy for management consultation services

Controller

The controller is the Helsinki City Board. The controller duties have been delegated to the Finance Director of the City Executive Office (Helsinki City Board decision, 7 March 2022, § 182).

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

The processing of personal data relates to the development of the organisation. The current state of the operations and options for improvement are established using interviews and surveys for persons who know how the organisation works. Legal grounds for the processing of personal data are Article 6(1)(e) of the EU General Data Protection Regulation: Public interest, development of the city's operations

The processing of personal data by city personnel partaking in an individual project and the service provider's personnel has to do with communication surrounding the ordering of consulting services. Legal grounds for the processing of personal data are Article 6(1)(b) of the EU General Data Protection Regulation: Service contract.

What personal data do we process?

Name, phone number, email, job title and other personal data coming to light during interviews.

Where do we get your personal data from?

The data are obtained from the city's system or the data subjects themselves.

To whom do we disclose or transfer your personal data?

Data may be disclosed within the organisation for the improvement of the operations.

Consultation services for management are ordered from external service providers in the role of processors of personal data. The contracted service providers are

- BDO Ltd (2776089-4)
- Deloitte Ltd (0989771-5)
- Gofore Lead Oy (1906590-4)
- KPMG Oy Ab (1805485-9)
- NHG Finland Ltd (2195803-1)
- Visiora Partners Oy (3467938-1)
- Bird & Bird Attorneys Ltd (3090305-9)
- EY Advisory Oy (3283705-9)
- PricewaterhouseCoopers Oy (0486406-8)
- Finwise Advisors Oy (3442675-5)
- Spring Advisor Ltd (2819192-9)

In addition, system suppliers and IT service providers used by the city of Helsinki and service providers work as processors of personal data.

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

As a rule, personal data are only processed within the EU/EEA.

In exceptional circumstances, it may be possible that data is transferred to the United States. In such a situation, the data transfer is justified with an Article 45-compliant adequacy decision and that the processor has Data Privacy Framework Agreement certification.

Between the EU and the UK, data is transferred on the basis of an equivalence decision.

If there is need to transfer data to Hong Kong or Singapore, they will first be transferred to London before it is transferred forward. An intra group agreement that makes use of the UK SCC is in use.

How long do we store your personal data?

Material from interviews and questionnaires is stored for the duration of the project.

Any reports that may be written about the project are stored for the duration stipulated in the city's information management plan, namely 10 years, or permanently if the report is included as part of a proposal to a body or an officeholder's minutes. The report does not include the contact information of those who participated in interviews or surveys.

Data are disclosed to those who ask for them in accordance with the Act on the Openness of Government Activities. The data and the documents are public unless expressly made confidential by law.

Automated decision-making and profiling

None.

Your rights with regard to the processing of your personal data

The rights of the data subject and instructions for their enforcement 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 compromises 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 will be 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 be forgotten (Article 17)

You have the right to request the erasure of your data in the following cases:

- You withdraw the consent on which the processing of personal data was based and there are no other legal grounds for the processing.
- You object to your personal data being processed for direct marketing purposes.
- You object to the processing on grounds relating to your specific personal situation, and there are no compelling reasons for the continued processing.
- Your personal data have been processed unlawfully.
- Your personal data must be erased in order to comply with a legal obligation to which the controller is subject under European Union or Member State law.
- Your personal data have been collected in connection with the provision of information society services and are the personal data of a minor.

If the city does not approve your demand to erase the data, it will provide a written certificate that states the reasons why the demand 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.

The right to erasure does not apply if the processing is necessary for compliance with the city's statutory obligations or relates to 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)

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 data portability (Article 20)

You have the right to have your personal data transferred from one controller to another, if you have provided your personal data to the controller and the processing of the data is based on consent or a contract and the processing is carried out by automated means.

That right does not however apply to processing necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the City.

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 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](#)

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Postal address: PO 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:

Special planner Pirjo Pohjola, Pirjo.Pohjola(a)hel.fi

Person responsible

Chief Financial Officer Pia Ojavuo, Pia.Ojavuo(a)hel.fi

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 18 June 2026.