Helsinki

Privacy notice

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

Privacy notice for the Neighbourhood Alliance

Data controller

City of Helsinki/Board of Employment Services Enterprise.

In accordance with Section 6 of the decision by the Employment Services Enterprise on the responsibilities and tasks of the data controller (2 January 2025), the person in charge of the register is the Managing Director.

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

We process your personal data for the purpose of providing the Neighbourhood Alliance service.

In the provision of the service, personal data are processed on the basis of:

- Article 6(1)(a) of the EU General Data Protection Regulation: the data subject has consented to the processing of their personal data for one or more specific purposes.

- 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.

What personal data concerning you do we process?

Your personal data that we process in the service include:

• name and date of birth
• personal identity code
• contact details (address, municipality of residence, postal code, telephone number, email address)
• guardian’s name and contact details (if you are a minor)
• sex
• educational background, work history, housing situation, labour market situation, financial situation
• Employment Services client ID, if applicable
• start date of the client relationship
• information relating to service needs assessment
• client service records and transaction details
• information on the use of services and participation
• the party that referred you to the service.

The data that we process in the service may also include your mother tongue, which is considered personal data falling within special categories of personal data. In such cases, the processing is lawful under Article 9(2)(a) of the EU General Data Protection Regulation, according to which the data subject has given explicit consent to the processing of that personal data for one or more specified purposes.

From where do we collect your personal data?

We collect the personal data mainly from you. If you are a client of Employment Services, we may also collect data from Employment Services, where necessary. If necessary, we may also collect data from other divisions of the City of Helsinki.

To whom do we disclose or transfer your personal data?

Public personal data may generally be disclosed under the Act on the Openness of Government Activities. Personal data that are to be kept secret may be disclosed if the law specifically provides for a statutory right of access to such data.

Your name, contact details, work history, educational history, and other relevant information related to recruitment may be disclosed to potential employers.

We may also disclose your personal data for potential research purposes.

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

Your personal data are processed within the EU or the EEA, or in a country covered by the European Commission's decision on the adequacy of data protection.

.How long do we retain your personal data?

We retain your personal data for five years after the end of your client relationship, after which we will retain it in pseudonymised form for up to five more years. In total, we therefore retain your personal data for a maximum of 10 years after your client relationship has ended.

Automated decision-making and profiling

We will not use your data for automated decision-making or profiling.

Your rights regarding the processing of your personal data

Information on the rights of data subjects and instructions for exercising these rights are available 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 of access (Article 15)

You have the right to obtain confirmation as to what personal data concerning you are being processed and what data concerning you have been stored. The City of Helsinki will provide you with the information without undue delay, at the latest within one month of receiving the request. If necessary, this deadline 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 who submitted the request of the extension and the grounds for the extension within one month of receiving the request.

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)

You have the right to request that the City rectify inaccurate 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 rejects your request for rectification, it will issue a written certificate stating the reasons why the request was rejected. You will also be informed of the possibility of lodging a complaint with the supervisory authority and of judicial remedies.

Right to be forgotten (Article 17)

You have the right to request the erasure of your data 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 your data for direct marketing purposes.
- 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.
- Your 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.
- Your personal data have been collected in relation to the offer of information society services and concern a minor.

If the City rejects your request for erasure, it will issue a written certificate stating the reasons why the request was rejected. You will also be informed of the possibility of lodging a complaint with the supervisory authority and of judicial remedies.

The right to erasure does not apply to the extent that processing is necessary for compliance with a legal obligation to which the City is subject or 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 restriction of processing (Article 18)

In certain situations, you may have the right to request that the processing of personal data concerning you is restricted until the data have been duly verified and corrected or completed. These include situations where you contest the accuracy of the personal data, in which event the processing is restricted until the City has verified the accuracy of the data.

Right to data portability (Article 20)

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

This right does not 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 to object, on grounds relating to your particular situation, at any time to 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 in the exercise of official authority vested in the City. In this case, the data can continue to be processed only if the City demonstrates compelling legitimate grounds for the processing. The processing may also continue if the processing is necessary for the establishment, exercise or defence of legal claims.

Right to withdraw consent (Article 7)

If the legal basis for the processing of your data is consent, you have the right to withdraw your consent at any time. The City will inform you of this right when requesting your consent.

The withdrawal of consent does not affect the lawfulness of processing done prior to the withdrawal of consent.

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 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: PO Box 800, 00531 Helsinki
Email: tietosuoja@om.fi
Switchboard: +358 29 56 66700

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

Contact person

Data protection specialist

Lawyer

tyollisyyspalvelut.tietosuoja@hel.fi

Person in charge

Employment Services Enterprise/Managing Director.

In accordance with Section 6 of the decision by the Employment Services Enterprise on the responsibilities and tasks of the data controller (2 January 2025), the person in charge of the register is the Managing Director.

Contact details

City of Helsinki
Contact information
Email address: helsinki.kirjaamo@hel.fi
Postal address: PO Box 10
00099 CITY OF HELSINKI
Visiting address: Pohjoisesplanadi 11–13
Telephone: +358 (0)9 3101 3700

Contact details of the Data Protection Officer

Data Protection Officer of the City of Helsinki

tietosuoja@hel.fi

+358 9 310 1691 (switchboard)

This privacy notice was last updated on 2 October 2026.