



Privacy Policy

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

Processing of personal data for the City of Helsinki's personnel financial services

Controller

City of Helsinki / City Board

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

We process the data to manage the tasks specified by the regulations of the personnel financial services and tasks assigned by members.

Legal grounds for the processing of personal data

Article 6, point 1 b of the EU General Data Protection Regulation: Processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract.

Essential legislation

- Accounting Act (1336/1997)

What personal data do we process?

Members of the personnel financial services

Data subject's name, personal identity code, home address, email, telephone number, place of employment, professional title/title, net salary, starting date of employment at the City of Helsinki. Information required for opening and maintaining current accounts and term deposits as well as information required for granting and managing loans, also collateral and guarantee information. Information on a bad credit record.

Third-party pledgers/guarantors

Name, personal identity code, home address, telephone number, email

Where do we get your personal data from?

From the data subjects themselves, the Personnel Administration Register, the Land Information Service provided by the National Land Survey of Finland, the register over payment default entries and the real estate information services maintained by Asiakastieto Oy and The Population Information System of the Digital and Population Data Services Agency.

If you do not deliver the necessary personal data to formulate the contract, you cannot receive membership and the credit or loan cannot be granted.

With whom do we share your personal data?

Personal data may be disclosed to authorities as permitted and required by legislation, such as to the police and the National Enforcement Authority Finland, as well as other parties specified by legislation, such as a debt collection agency.

Tax authorities are informed yearly of the paid interests and loan capitals of loans.

Processors of personal data

The City may outsource the processing of your personal data to an external system supplier or service provider under a separate service contract. In such cases, the processing of personal data takes place on behalf of and for the benefit of the city, and for

the purpose specified 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

- CGI Finland Oy
- Suomen Asiakastieto Oy
- National Land Survey of Finland

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

Data contained in the register is not transferred outside the EU or the EEA.

How long do we store your personal data?

Member data is stored during the membership and after it for 35 years. Vouchers are 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 agree to the request, it will inform 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 it compromises the purpose of the refusal. You will also be informed at this time of 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 rectifies imprecise and inaccurate personal data without undue delay. In addition, you have the right to supplementation of incomplete data. The possible incompleteness of the data decided by taking into account the purposes of the processing.

If the City does not accept your demand to rectify the data, it provides a written testimonial in which it states the reason why the demand has not been accepted. You will also be informed at this time of 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 for the erasure of your data in the following cases:

- You withdraw the consent on which the processing of personal data was based on 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 personal situation, and there is no well-grounded reason to continue 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 controller is subject.
- Your personal data have been collected in relation to the offer of information society services and the case is about the personal data of a minor.

If the City does not accept your demand to erase the data, it provides a written testimonial in which it states the reason why the demand has not been accepted. You will also be informed at this time of the possibility of lodging a complaint with a supervisory authority and seeking other legal remedies.

The right to erasure does not exist if the processing is necessary for the compliance of the City's statutory obligations or it pertains 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 and duly rectified or supplemented. Such a situation could be, for example, if you dispute the accuracy of your data, in which case the processing of your data will be suspended until the city verifies its accuracy.

Right to object (Article 21)

You have the right, on grounds relating to your personal situation, to object at any time to the processing of your personal data, where 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 this case, the data can be further processed only if there are compelling and legitimate grounds for the processing that can be demonstrated by the city. 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 infringes 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: 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?

Signing in as a user allows you to view data stored about you in several of the City of Helsinki's systems. To rectify incorrect information, please contact the service from which the data originated.

Contact person:

Director of Cash Management, kanslia.henkilostokassa@hel.fi

Person in charge of the register

According to a decision by the City Board (7 March 2022 § 182) on the responsibilities and duties related to registers in the City Executive Office, the person in charge of the register is the Director of the Financing Unit, as appointed by the Finance Director.

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 06 March 2026.