



Privacy Policy Statement

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

Processing of personal data in the reception of quota refugees and persons who have received a municipal placement

Controller

City of Helsinki, City Board

The tasks of the controller's representative in matters relating to the processing of personal data have been delegated to the Director of Economic Development (by decision of the Helsinki City Board, 7 March 2022, section 182).

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

Your personal data are processed in accordance with Article 6, paragraph 1(c) of the EU General Data Protection Regulation (GDPR): the processing is necessary for compliance with a legal obligation to which the controller is subject. The City of Helsinki processes your personal data on the basis of the Act on the Promotion of Immigrant Integration (681/2023). Your personal data are processed in order to carry out the tasks related to the allocation of municipal placements (section 43) and the reception of the person assigned to the municipality (section 44), as required by the Act on the Promotion of Immigrant Integration. In addition, your personal data are processed for the purposes of processing the compensation paid by the State to the municipality for hosting refugees, as required by the Act on the Promotion of Immigrant Integration, chapter 8.

The processing of personal data ensures that the process of assigning municipal placements to people by a Centre for Economic Development, Transport and the Environment (ELY Centre) complies with the agreement between the City of Helsinki and the ELY Centre.

Special categories of personal data are processed in the context of municipal placement allocation and the reception of quota refugees. Personal data from an ELY Centre may contain special categories of personal data, such as health status, data concerning the person's sexual life or sexual orientation, ethnic origin, political opinions, religious or philosophical beliefs, or biometric and genetic data. The processing is necessary on the basis of Article 9, paragraph 2(g) of the GDPR.

Your data are processed during the following steps:

- When an ELY Centre assigns a person to a municipality.
- When an ELY Centre consults the municipality on their reception proposal.
- When processing the reception and opening the case.
- When dealing with requests for further clarification regarding the case.
- When saving relevant documents and exporting them to the customer filing system.
- When notifying the housing division about the need for an apartment and requesting that a suitable apartment be allocated.
- Your data will also be processed in order to facilitate housing arrangements between the reception centre and the municipality.

Data are processed during the following steps:

- When the City is making preparations for a person's arrival in Finland and agrees on cooperation in the case with UNHCR/Finnish Red Cross/IOM in Helsinki.
- When the City informs the Finnish Border Guard about a person's arrival in the country and the details of the people who will meet them at the airport.
- If necessary, personal data will also be processed during the following steps:
- When a person needs to be referred to an appropriate service or treatment.
- The commencement of a person's service or treatment proceedings are processed in Apotti, an electronic social and health care record.
- When agreeing on a rental contract and handing over keys, when essential food aid is needed, or clothing or telephone subscriptions are acquired.
- When providing guidance and advice on how to organise the above services.
- When reception measures are coordinated with a reception centre, the wellbeing services county, municipal integration authorities and employment services authorities in order to start the provision of the services.

Your data are processed during the following steps:

- When processing compensation paid by the KEHA Centre to the municipality in accordance with sections 61, 64, 65 and 70 of the Act on the Promotion of Immigrant Integration.
- Compensation is processed in the City's separate data processing system. A data protection impact assessment has been carried out for this data processing system.

What personal data do we process about you?

Personal identity code, date of birth, name, nationality, UMA code, sex, reason for entering the country, date of registration in the Digital and Population Data Services Agency's Population Information System, address, telephone numbers, municipality of residence, mother tongue, language of communication, marital status, occupation, qualifications, residence permit, non-disclosure of address measure for personal safety reasons, family details and ethnicity. In the case of quota refugees, we also process UNHCR interview materials and health information.

Where do we collect your personal data?

We collect your personal data from the Centre for Economic Development, Transport and the Environment.

To whom do we disclose or transfer your personal data?

In accordance with section 83 of the Act on the Promotion of Immigrant Integration 681/2023, as it relates to regional access to information when assigning municipal placements, we disclose your personal data to the social welfare and health register, the housing division and, if necessary, to other authorities involved in the implementation of the reception of a person into the country, so that the municipality in question can carry out the tasks referred to in sections 42–44 of the Act on the Promotion of Immigrant Integration. In accordance with section 93 of the Act on the Promotion of Immigrant Integration, as it relates to the right of a minor's representative to access information, we also disclose personal data to the representative of a minor. Data are also disclosed to the Ministry of Economic Affairs and Employment, the Centre for Economic Development,

Transport and the Environment, municipal authorities, and the Social Insurance Institution (Kela) in accordance with section 83 of the Act on the Promotion of Immigrant Integration, as it relates to regional access to information when assigning people to municipalities.

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

Your personal data will not be transferred outside the EU or EEA.

How long will we keep your personal data?

Data on placements in municipalities and quota refugees are permanently stored at ELY Centres by decision of the National Archives of Finland. The City of Helsinki stores documents for a period of 10 years.

Automatic decision-making and profiling

Your personal data will not be automatically processed or profiled.

Your rights regarding the processing of your personal data

The rights of the data subject and the instructions on how to exercise 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 of access by the data subject (Article 15)

You have the right to know what personal data is being processed about you and what data is stored about you. Upon request, the City will provide such information without undue delay, at the latest within one month of receipt of the request. If necessary, this period may be extended by up to two months if the request is exceptionally extensive and complex. If the deadline is extended, the City will inform the data subject who made the request of the extension and the reasons for the delay within one month of receipt of the request.

If the City refuses to carry out your request for access, it will inform you about it within one month of receiving the request. The City will also state the reasons for the refusal, unless this would jeopardise the purpose of the refusal. You will also be informed about the possibility of lodging a complaint with the supervisory authority and other legal remedies at your disposal.

Right to rectify data (Article 16)

You have the right to demand that the City rectify any inaccurate and incorrect personal data concerning you without undue delay. In addition, you have the right to have any incomplete personal data supplemented. Any incompleteness of the data will be addressed by taking into account the purpose of the processing of personal data.

If the City does not accept your request to rectify your personal data, it will issue a written certificate stating the reasons why the request has not been accepted. You will also be informed about the possibility of lodging a complaint with the supervisory authority and other legal remedies at your disposal.

Right to restrict the processing of data (Article 18)

In certain circumstances, you may have the right to request the restriction of the processing of your personal data until such time as your data has been duly verified and corrected or supplemented. Such circumstances include, for example, a situation where you dispute the accuracy of your personal data, in which case the processing of your data will be restricted until the City verifies their accuracy.

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 believe that your personal data are being processed in breach of the General Data Protection Regulation (EU) 2016/679. In addition, you have the right to other administrative and legal remedies.

[Office of the Data Protection Ombudsman](#)

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How to contact us about data protection issues?

Contact person

Chief Specialist, Economic Development, Immigration Affairs Unit
Kansakoulukatu 3, 00099 City of Helsinki

Person responsible

The tasks of the controller's representative in matters relating to the processing of personal data have been delegated to the Director of Economic Development (by decision of the Helsinki City Board, 7 March 2022, section 182). The Director of Economic Development has assigned the duties of the person responsible for the filing systems from the Director of Economic Development to the Head of Immigration Services at the unit level of the Economic Development Division.

Head of Immigration Affairs
City Executive Office, Economic Development Division
Kansakoulukatu 3
00099 City of Helsinki

Contact details

City of Helsinki, Register Office PL 10 (Pohjoisesplanadi 11-13), 00099 City of Helsinki

Data Protection Officer's contact details

City of Helsinki's Data Protection Officer
tietosuoja@hel.fi
+358 9 310 1691 (switchboard)

This Privacy Policy Statement was updated on 3 September 2025.