



## **Privacy policy**

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

# **Financial and payroll administration register of the Department of Financial Management Services unincorporated county enterprise (Talpa)**

## **Data controller**

Board of the City of Helsinki Department of Financial Management Services unincorporated county enterprise. The activities of the data controller have been delegated to the managing director of the City of Helsinki Department of Financial Management Services unincorporated county enterprise (Section 20 of the records of the Board of Talpa, 2 October 2018).

## **Why do we process your personal data?**

The purpose of the processing of personal data is to provide customer service to residents, companies and members of the personnel of the City of Helsinki via the Talpa customer service. Through the Talpa customer service, customers can deal with their financial and payroll matters or the financial and payroll matters of a company/person that/who has authorised them to act on their behalf.

## **Legal basis for the processing of personal data**

General Data Protection Regulation (679/2016)

Article 6(1)(a) of the General Data Protection Regulation: consent.

## **Key legislation**

- EU General Data Protection Regulation (2016/679)
- Data Protection Act (1050/2018)

## **Which personal data do we process?**

The data subjects are individuals employed by the Helsinki City Group, city residents, corporate customers or individuals authorised by these parties.

As a general rule, the register contains the following information about a data subject:

- Data subject's first and last name
- Data subject's email address
- Address
- Telephone number
- Personal identity code
- Organisation's name and Business ID
- Information provided by the data subject
- Personnel member's personal identity code and organisational and employment

information.

## **How do we collect personal data?**

The information is primarily obtained from the data subject. Information collected in connection with strong identification is obtained through the Suomi.fi service or when a member of the City of Helsinki personnel logs in with their AD identifier.

## **To whom do we disclose your personal data?**

Personal data is not disclosed to anyone.

## **Personal data processors**

Personal data is processed by personnel members of the Department of Financial Management Services unincorporated county enterprise.

The data controller ensures that stored data, access rights and other information critical to the security of personal data are processed in strict confidence and only by personnel members whose job description covers the processing of personal data.

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

Personal data used by the customer service will not be transferred outside the EU or EEA.

## **How long will we retain your personal data?**

The information and personal data based on service requests will be retained for the period specified in the City of Helsinki Information Control Plan, after which they will be deleted.

## **Automated decision-making and profiling**

Personal data will not be used for any automated decision-making or profiling.

## **Rights concerning the processing of your personal data**

The rights of data subjects and instructions on how to exercise these rights are available on the city's website at [www.hel.fi](http://www.hel.fi) > Decision-making > Information on Helsinki > Data protection and information management > Data protection > [Your rights and their enforcement.](#)

### **Right to review data (right of access to data, Article 15)**

You have the right to know which of your personal data is being processed and what data has been stored about you. The city 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 time limit is extended, the city will inform the person requesting the information of this within one month of receiving the request, also stating the reasons for the delay.

### **Right to rectification (Article 16)**

You have the right to request that the city rectify any inaccurate personal data concerning you without undue delay. You also have the right to have any incomplete information completed. Incompleteness of the data will be verified by taking into account the purpose of the processing of personal data in the register. If the city does not accept your request for rectification, it will issue a written certificate stating the reasons why the request was not accepted. The possibility of lodging a complaint with a supervisory authority and of seeking other remedies will also be mentioned in this connection.

## **Right to be forgotten (Article 17)**

In some exceptional cases – for example if the processing of personal data was based on your consent and you withdraw your consent – you have the right to have your data erased, i.e. to be forgotten. If the city does not accept your request for erasure, it will issue a written certificate stating the reasons why the request was not accepted. The possibility of lodging a complaint with a supervisory authority and of seeking other remedies will also be mentioned in this connection. The right to have data erased does not apply if the processing is based on compliance with the city's statutory obligation, the performance of a task carried out in the public interest or the exercise of public authority vested in the city.

## **Right to restriction of processing (Article 18)**

In certain situations, a data subject may have the right to request that the processing of their personal data be restricted until their data has been duly checked and corrected or completed. Such situations include a data subject contesting the accuracy of their data, in which case the processing of the data will be restricted for the period it takes for the city to check the accuracy of the data.

## **Right to data portability (Article 20)**

A data subject has the right to transmit their personal data from one data controller to another if they have provided the data to the data controller and the processing of the data is based on consent or a contract, and the processing is carried out by automated means. This right does not apply to processing that is 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**

A data subject has the right to object, on grounds relating to his or her particular situation, at any time to the processing of personal data concerning him or her when the processing is based on the performance of a task carried out in the public interest or on the exercise

of official authority vested in the city. In such a case, the data may no longer be processed unless the city demonstrates compelling 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 an authority (Article 77)**

A data subject has the right to lodge a complaint with a supervisory authority if the data subject considers that the processing of personal data relating to him or her infringes the General Data Protection Regulation ([EU] 2016/679). In addition, the data subject has the right to exercise other administrative and judicial remedies.

### [Office of the Data Protection Ombudsman](#)

Street address: Lintulahdenkuja 4

Postal address: PO Box 800, FI-00531 Helsinki, Finland

Email: tietosuoja@om.fi Telephone exchange: +358 29 56 66700

If you have any questions about Talpa's privacy policy or the processing of your personal data, or if you wish to exercise your rights under data protection legislation, please reach out to the register contact persons.

## **Responsible person**

Job title: Director of Customer Relations

## **Contact details**

Postal address: Department of Financial Management Services, PO Box 230, FI-00099 City of Helsinki, Finland

Email: talpa.asiakaspalvelu@hel.fi, tel. +358 9 310 25300

## **Contact details of the Data Protection Officer**

City of Helsinki Data Protection Officer

tietosuoja@hel.fi

+358 9 310 1691 (telephone exchange)

This privacy policy was updated on 3 October 2024.