



Privacy notice

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

City of Helsinki's Volunteer Work Client Data File Oma Työ / Own Work

Controller

The registrar is the Culture and Leisure Committee, which has delegated the duties of registrar on 27 March 2018, § 71, to the Division Director.

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

The purpose of the processing of personal data is to manage and coordinate the voluntary work of the City of Helsinki. The register brings together the data of those who have registered as volunteers, through it their work sites are managed, communication is implemented, and invitations to events are disseminated. In addition, monitoring and reporting are carried out through the system.

This register is in shared use within the City of Helsinki and it is administered by the Culture and Leisure Division. Volunteers working as experience-based and peer-support experts have their own separate register, which is managed by the Social, Health, and Rescue Division.

Legal basis for processing

Article 6(1) of the EU Regulation on the protection of natural persons with regard to the processing of personal data:

b) the processing is necessary for the implementation of such a contract to which the data subject is party to, or for the implementation of pre-contractual measures at the request of the data subject;

Contacting of volunteers in emergency preparedness situations Article 6(1) of the EU Regulation on the protection of natural persons with regard to the processing of personal data (679/2016)

a) the data subject has given consent to the processing of his or her personal data for one or more specific purposes.

Essential legislation

- EU Regulation on the protection of natural persons with regard to the processing of personal data (679/2016)
- Data Protection Act (1050/2018)

Which personal data do we process?

The data collected varies according to the assignment.

1. Basic details of the volunteer:

- First and last name
- E-mail address
- Telephone number
- E-mail address or home address (optional if there is no e-mail)
- District (postcode)
- Date of birth
- Gender
- For data subjects under 15 years of age, the guardian's signature in connection with a voluntary service agreement between the City of Helsinki and the data subject

2. Information related to voluntary skills and competences:

- Training data (target competence)
- Induction/Skills/Know-how
- Driving licence (Yes/No)
- Language skills
- Mother tongue

3. Additional information related to the assignments:

- Volunteering assignment order information, e.g. job description and required skills for the task

- A discussion held over the system between the volunteer and an employee of the City of Helsinki
- Volunteer's area-of-interest wished for
- Volunteer's working team/task
- Volunteer's calendar / availability times for volunteer work
- Indication whether, in the case of a volunteer working alone with children or minors, the criminal record extract for working with children has been verified (Yes/No).

4. Additional technical further information on the volunteer in the Oma Työ / My Work system:

- Joining date
- Change history
- Consent to the processing of data in the event of a contingency
- Information on how the identity has been established
- Confidentiality agreement
- Username and password
- Information necessary for the validity of group accident insurance
- Technical identifiers including IP address, technical identifiers, and status system monitoring information

From where do we collect your personal data?

These data are provided by the data subject.

To whom do we transfer or disclose your personal data?

Oma Työ / Own Work application's service provider and processor of the personal data is Rescomms Oy.

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

This service is produced using a personal data processor acting on behalf of the City of Helsinki using Amazon Web Services (AWS) as a cloud service platform.

AWS may use sub-processors to implement the service. As a result, it is possible that personal data will also be processed in countries outside the EU/EEC, not all of which are covered by the adequacy requirement decision issued by the European Commission.

Transfers of personal data outside the EU/EEC are carried out in accordance with the EU Regulation on the protection of natural persons with regard to the processing of personal data using the standard clauses and other applicable safeguards approved by the European Commission.

The processor is responsible for ensuring that the use of sub-processors and the processing of the data meet the requirements of the EU Regulation on the protection of natural persons with regard to the processing of personal data.

How long do we keep your personal data?

The data are stored for as long as the person is involved in these voluntary activities. If a person has been inactive for 2 years, his/her data will be deleted from the system.

Contracts on voluntary work are retained for 6 years.

Automated decision-making and profiling

There is no automatic decision making or profiling.

Rights concerning the processing of your personal data

Rights of data subjects and instructions on how to exercise them can be found from:

<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 know what personal data is processed about you and what data is stored about you. 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 time limit is extended, the city will inform the person requesting the information of this within one month of receiving the request, as well as of the reasons for the delay.

If the city refuses to carry out your request for access, it will inform you of this within one month of receiving the request. The city will also state the reasons for the refusal, unless this would jeopardize 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 demand that the city rectify imprecise and inaccurate personal data concerning you without undue delay. In addition, you have the right to supplement incomplete information. Any incompleteness of the data will be resolved by taking into account the purpose of the processing of personal data.

If the city does not accept the person's demand for rectification, it will issue a written certificate stating the reasons the demand was not accepted. The possibility of lodging a complaint with a supervisory authority and of seeking other remedies is also mentioned in connection with the certificate.

Right to erasure, 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 on and there is no other legal basis for the processing.
- You object to the processing of your data for purposes of direct marketing.
- 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 has been unlawfully processed.
- Your personal data has to be erased for compliance with a legal obligation in Union or Member State law to which the controller is subject.
- Your personal data has been collected in relation to the offer of information society services and it concerns the personal data of a minor.

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 is also mentioned in connection with the certificate. The right to erasure does not exist if the processing is based on compliance with the city's statutory obligation, or it is related to the performance of a task carried out in public interest or the exercise of public 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 is restricted until your data has been duly checked and corrected or supplemented. Such situations include when you deny accuracy of your data, in which case the processing of your data is restricted for the time the city checks its accuracy.

Right to data portability, Article 20

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

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 an official authority vested in the city.

Right to object, Article 21

You have the right to object at any time on grounds relating to your personal situation to the processing of your personal data where the processing is based on the performance of a task carried out in the public interest or in the exercise of an official authority vested in the city. In this case, the data may be further processed only if there is a substantial and justified reason for the processing that can be demonstrated by the city. The processing may also continue if the processing is necessary for the establishment, exercise or defense of legal claims.

Right to withdraw consent, Article 7

When the processing of your personal data is based on consent, you have the right to withdraw your consent at any time. When the city asks you to give the city your consent, you are informed of this right at the same time.

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

Right to lodge a complaint with an authority, Article 77

You have the right to lodge a complaint with the supervisory authority, in particular in the Member State of your habitual residence, place of work or place of the alleged infringement, if you consider that the processing of personal data concerning you infringes the EU General Data Protection Regulation. In Finland, this supervisory authority is the Data Protection Ombudsman. In addition, you have the right to exercise other administrative and judicial remedies.

[Office of the Data Protection Ombudsman](#)

Visiting address: Lintulahdenkuja 4

Postal address: PL 800, 00531 Helsinki

Email: tietosuoja@om.fi

Switchboard: 029 56 66700

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

kuva.tietosuoja@hel.fi

Contact person

Volunteer development team, vapaaehtoistoiminta@hel.fi

Development Specialists Eliisa Leino and Kristiina Stenman

The person responsible for the service

Head of Wellbeing Promotion Heidi Hagman

Contact information

City of Helsinki, Registrar's Office, PO Box 10 (Pohjoisesplanadi 11-13), 00099 Helsingin kaupunki

Contact information of Data Protection Officer

Data Protection Officer of City of Helsinki

tietosuoja@hel.fi

09 310 1691 (switchboard)

This privacy notice has been updated on 26.2.2026