



Privacy Policy

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

Sports services customer data file

Controller

The Culture and Leisure Committee delegated the controller's tasks to the Director of Sports on 27 March 2018, Section 71.

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

The purpose of processing personal data is the management of sports services sales and access rights, the customer management and invoicing of sports venue reservations and the customer management, invoicing and statistics of sports courses.

Article 6(1)(a) and (b) of the EU General Data Protection Regulation:

The data subject has given consent to the processing of his or her personal data. 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

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

Which personal data do we process?

Registered personal customers and responsible persons of clubs and communities: name, telephone number, address, e-mail address, personal identity code, reason for issuing a

special swimming card, customer status (adult, child, student, pensioner, unemployed, conscript).

From where do we collect your personal data?

Personal data is obtained from the data subjects themselves.

To whom do we transfer or disclose your personal data?

Personal data is not disclosed to external parties, including outside the EU and EEA. The sports services have customers in common with Urheiluhallit Oy regarding water sports cards and special swimming cards.

The data file is used by the in-house personnel. Instructors do not have access to the data file.

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

Personal data is not disclosed to outside the EU and EEA.

How long do we keep your personal data?

Personal data is retained for five years for facility reservations and three years for other matters.

Automated decision-making and profiling

The processing of personal data does not involve automated decision-making and profiling.

Your rights related 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 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](#)

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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

Guided Exercise Unit, Contact Coordinator Sofia Bergman

The person responsible for the service

Service Manager, Physical Activity Activation, Tuuli Salospohja

Contact information

City of Helsinki, Registrar's Office, P.O.Box 10 (Pohjoisesplanadi 11-13), 00099 City of Helsinki

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 13.11.2025.