



## **Privacy statement**

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

# **Contacts management of Urban Environment Division's Customer Service**

## **Controller**

Urban Environment Committee The duties of the controller have been delegated to the Account Manager (Decision of the Urban Environment Committee of 15 May 2018 HEL 2018-004277).

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

The purpose of the processing of personal data is to provide opportunities for the participation and influence of local residents. Through the Urban Environment Division's customer service, customers can contact the division, take care of transactions or ask for advice on the operation of the division. In addition, they can take care of contract-based matters through customer service.

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

- Point (a) of Article 6(1) of the EU General Data Protection Regulation: The data subject has given consent to the processing of his or her personal data for one or more specific purposes.
- Point (b) of Article 6(1) of the EU General Data Protection Regulation: processing is necessary for the performance of a contract to which the data subject is part or in

order to take steps at the request of the data subject prior to entering into a contract (advice related to parking permits, mutual exchanges of rental apartments and rental housing, and advice of Housing Production services);

- Point (c) of Article 6(1) of the EU General Data Protection Regulation: processing is necessary for compliance with a legal obligation to which the controller is subject (advice on parking violations and payments, removal of vehicles, general operating instructions and service channels of Building Control Services, service channels and general guidance of planning, request of materials from Building Control Services, orders for terrain marking, boundary demonstration, location review and Rha extracts, customer advice on applying for rental housing, general advice of cable information services, housing health advisory service, advice on damages, energy advice of housing companies);
- Point (d) of Article 6(1) of the EU General Data Protection Regulation: processing is necessary in order to protect the vital interests of the data subject or of another natural person (advice and fault reports related to maintenance, general operating instructions and service channels of Building Control Services, service channels for planning and general guidance, general advice of housing rental services, housing health advisory service, advice on damages, advice of Housing Production services);
- Point (e) of Article 6(1) of the EU General Data Protection Regulation: processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller (maintenance advice and fault reports);

## **Key legislation**

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

- Administrative Act, Section 8 (434/2003)

## **What personal data do we process about you?**

Name, address, phone number, email address, social security number.

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

Personal data is obtained from the person themselves and from another authority (Traficom).

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

No personal data will be disclosed.

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

Personal data will not be transferred outside the EU or EEA.

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

Personal data is retained for 6 months.

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

Automated decision-making and profiling are not used.

## **Your rights regarding the processing of your personal data**

The rights of the data subject and 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 to review data (right of access to data, Article 15)**

You have the right to know what personal data is being processed about you 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, as well as of the reasons for the delay.

### **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, they have the right to the supplementation of incomplete information. Any incompleteness of the data will be resolved by taking into account the purpose of the processing of personal data in the register. 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 be forgotten (Article 17)**

In some exceptional cases – for example, if the processing of data was based on the person's consent and they withdraw their consent – the person has the right to have their data erased, i.e. to be forgotten. If the city does not accept the person's demand for erasure, 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. 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, a person 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 supplemented. Such situations include a person denying the accuracy of their data, in which case the processing of their data is restricted for the time the city checks their accuracy.

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

A person has the right to transfer their personal data from one controller to another if they have themselves provided the controller with their personal data, 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)**

A person has the right to object at any time, on grounds relating to their particular situation, to the processing of their 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 defence of legal claims.

### **Right to lodge a complaint with an authority (Article 77)**

You have the right to lodge a complaint with a supervisory authority if you consider the processing of your personal data to infringe on the EU General Data Protection Regulation

(EU) 2016/679. 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: PO Box 800, 00531 Helsinki

Email: [tietosuoja@om.fi](mailto:tietosuoja@om.fi)

Switchboard: +358 29 56 66700

## **How can you contact us about privacy issues?**

As a logged-in user, you can view your saved data in several city systems. You can request a correction to incorrect data in the service where that data was generated.

Head of Customer Service Unit,

[kaupunkiymparisto@hel.fi](mailto:kaupunkiymparisto@hel.fi)

### **Contact information**

City of Helsinki, Urban Environment Division,

PO Box 58200, 00099 City of Helsinki

[kaupunkiymparisto@hel.fi](mailto:kaupunkiymparisto@hel.fi)

+358 9 310 22111

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

City of Helsinki's Data Protection Officer

[tietosuoja@hel.fi](mailto:tietosuoja@hel.fi)

+358 9 310 1691 (telephone exchange)

This privacy policy has been updated on 05/03/2024.