



Privacy policy

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

Customer service privacy policy

Data controller

The Urban Environment Committee. The data controller's duties have been delegated to the director of customer relations. Urban Environment Committee's decision 15 May 2018 HEL 2018-004277.

The contact details for contacting the data controller are provided at the end of this privacy policy.

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

The purpose of the Urban Environment Division's centralised customer service is to provide residents with a channel for contacting and accessing the services of the Urban Environment Division. Further details regarding the processing of personal data in connection with the services are set out in the services' respective privacy policies.

The purpose of processing personal data for customer service uses is to facilitate communication and provide advice, to provide a call-back service, and to ensure quality and improve operations.

Legal grounds for processing

Article 6(1)(e) 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 data controller. This legal basis applies to communication and advice, the call-back service, quality assurance and operational development.

What personal data concerning you do we process?

Contact and guidance

- Depending on the nature of the customer service interaction, this may include your first name and last name, address, telephone number, email address, personal identity code and call details.

Call-back service

- Telephone number and, where applicable, the vehicle registration number or the fine reference number.

Quality assurance and operational development

- Call recording.

From where do we collect your personal data?

The personal data are obtained from the data subject themselves.

To whom do we disclose or transfer your personal data?

Personal data are not disclosed on a regular basis. However, personal data may be disclosed to parties that are entitled to access them under the law.

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

The personal data are mainly processed in systems and data repositories located in the European Union (EU) or the European Economic Area (EEA). Some of the processors or the services that they provide are located outside the EU/EEA, which means that the personal data are also transferred outside the EU/EEA. Data from systems are transferred outside the EU/EEA in situations such as those where a US cloud service provider is able

to access data remotely from outside the region, even if the data are stored in data centres in the EU/EEA.

How long do we retain your personal data?

Contact and guidance

- Call details (phone number, date and time of the call) are retained for two years.
- Other personal data processed in the course of contacting the data subject and providing them with guidance is processed only for the duration of the customer service interaction, after which the data are retained based on service-specific grounds.

Call-back service

- The data are retained for two years from the date of the call-back request.

Quality assurance and operational development

- Call recordings are retained for six months.

Automated decision-making and profiling

The personal data processing does not involve any automated decision-making or profiling.

Your rights regarding the processing of your personal data

Information on the rights of data subjects and instructions for exercising these rights are available 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 obtain confirmation as to what personal data concerning you are being processed and what data concerning you have been stored. The City of Helsinki will provide you with the information without undue delay, at the latest within one month of receiving the request. If necessary, this deadline may be extended by a maximum of two months if the request is of exceptional scope and complexity. If the deadline is extended, the City will notify the person who submitted the request of the extension and the grounds for the extension within one month of receiving the request.

If the City refuses to fulfil your access request, it will inform you of this within one month of receiving the request. The City will also provide the reasons for the refusal, unless doing so would compromise 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 request that the City rectify inaccurate personal data concerning you without undue delay. You also have the right to have incomplete data completed. Whether the data are incomplete will be determined based on the purpose of the processing of the personal data.

If the City rejects your request for rectification, it will issue a written certificate stating the reasons why the request was rejected. You will also be informed of the possibility of lodging a complaint with the supervisory authority and of judicial remedies.

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 and there is no other legal basis for the processing.
- 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 have been unlawfully processed.
- Your personal data have to be erased for compliance with a legal obligation in Union or Member State law to which the data controller is subject.

- Your personal data have been collected in relation to the offer of information society services and concern a minor.

If the City rejects your request for erasure, it will issue a written certificate stating the reasons why the request was rejected. You will also be informed of the possibility of lodging a complaint with the supervisory authority and of judicial remedies.

The right to erasure does not apply to the extent that processing is necessary for compliance with a legal obligation to which the City is subject or 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 restriction of processing (Article 18)

In certain situations, you may have the right to request that the processing of personal data concerning you is restricted until the data have been duly verified and corrected or completed. These include situations where you contest the accuracy of the personal data, in which event the processing is restricted until the City has verified the accuracy of the data.

Right to data portability (Article 20)

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

This right does not apply to processing 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)

You have the right to object, on grounds relating to your particular situation, at any time to processing of personal data concerning you when the processing is based on legitimate interests, the performance of a task carried out in the public interest or in the exercise of official authority vested in the City. In this case, the data can continue to be processed only if City demonstrates compelling legitimate grounds for the processing. 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 a supervisory authority (Article 77)

You have the right to lodge a complaint with a supervisory authority if you consider the processing of personal data concerning you to infringe the EU General Data Protection Regulation ((EU) 2016/679). In addition to this, 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

Switchboard: +358 29 56 66700

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

Contact person

Head of the Customer Services Unit, kaupunkiymparisto@hel.fi

Person in charge

Head of Resident and Business Services

Contact details

City of Helsinki, Urban Environment Division, Työpajankatu 8, PO Box 58235, 00099 City of Helsinki

Contact details of the data protection officer

Data Protection Officer of the City of Helsinki

tietosuoja@hel.fi

+358 9 310 1691 (switchboard)

This privacy policy was last updated on 9 June 2026.