Helsinki

Privacy Statement

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

Privacy Statement for Energy Advice

Controller

The Urban Environment Committee. The duties of the controller have been delegated to the client relationship director. Decision HEL 2018-004277 of the Urban Environment Committee on 15 May 2018. The controller's contact details can be found at the end of this privacy statement.

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

The energy advice service of the Urban Environment Division provides independent advice to housing companies on improving energy efficiency and preparing for the effects of extreme weather events. Personal data is processed in connection with giving energy advice and subscribing to the newsletter.

Legal basis for processing personal data
Article 6(1)(a) of the EU General Data Protection Regulation: the data subject has given their consent to the processing of their personal data for one or more purposes. This legal basis applies to the subscription of the newsletter.

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 controller. This legal basis applies to the provision of advisory services by means of contact forms, e-mail and telephone.

Which personal data do we process about you?

- First and last name
- E-mail address *
- Phone number
- Role in the housing company operations

Where do we collect your personal data from?

The personal data is obtained from the data subjects themselves.

To whom do we disclose or transfer your personal data?

Personal data may be disclosed to parties entitled to it on the basis of legislation or an individual request for information.

Is your personal data transferred outside the EU or EEA?

The City of Helsinki ensures that the processing of your personal data takes place within the EU or EEA. However, in some cases, the city’s services or operations may also be implemented using service providers, services and servers located elsewhere. In this case, your personal data may also be transferred outside the EU or EEA, for example, to the United States. The data will not be transferred outside the EU or EEA unless the City of Helsinki can ensure that the high level of personal data protection required by European data protection legislation is maintained even after the transfer. The data is primarily transferred on the basis of a decision on the adequate level of data protection by the European Commission. If the decision on the adequacy of data protection is not valid for the destination country, the protection of personal data is ensured by agreements ensuring data protection and additional safeguards.

How long do we store your personal data?

The personal data required for the targeting of the advice service bulletins is stored until the data subject withdraws their consent.

Other personal data related to the advice service will be stored for a maximum of ten (10) years.

Automated decision-making and profiling

Automated decision-making or profiling are not used in the processing of personal data.

Your rights in relation to the processing of your personal data

The data subject's rights 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 about you is being processed and stored. The City shall provide the information without undue delay, at the latest within one month of receipt of the request. If necessary, the time limit may be extended by a maximum of two months if the request is exceptionally extensive and complex. If the time limit is extended, the City shall inform the person requesting the information within one month of receiving the request and the reasons for the delay.

If the City refuses to comply with your request for inspection, it will inform you of this within one month of receiving the request. The City shall also state the reasons for the refusal, unless this would jeopardise the purpose of the refusal. At the same time, you will be informed of the possibility of lodging a complaint with a supervisory authority and using other legal remedies.

Right to rectification (Article 16)

You have the right to demand that the City correct inaccurate and incorrect personal data concerning you without undue delay. In addition, you have the right to have incomplete information supplemented. Any inadequacies in the data are resolved by taking into account the purpose of the processing of personal data.

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. At the same time, you will be informed of the possibility of lodging a complaint with a supervisory authority and using other legal 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 of your data for direct marketing purposes.
- You object to the processing for reasons relating to your personal situation and there is no legitimate reason for continuing the processing.
- Your personal data has been processed unlawfully.
- Your personal data must be erased in order to comply with a statutory obligation to which the controller is subject under Union or Member State law.
- Your personal data has been collected in connection with the provision 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. At the same time, you will be informed of the possibility of lodging a complaint with a supervisory authority and using other legal remedies.

The right to erasure does not apply if the processing is necessary for the fulfilment of the City’s statutory obligation, is related to the performance of a task in the 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 the restriction of the processing of your personal data until your data has been appropriately checked and corrected or supplemented. Such situations include, for example, if you dispute the accuracy of your data, in which case the processing is restricted for the time the City checks the accuracy of the data.

Right to data portability (Article 20)

You have the right to transfer your personal data from one controller to another only if you yourself have provided your personal data to the controller and the processing is based on consent or an agreement and the processing is carried out automatically.

This right does not apply to processing that is necessary for the performance of a task in the public interest or for the exercise of public authority vested in the City.

Right to object (Article 21)

You have the right to object to the processing of your personal data at any time on the basis of your personal, special situation when the processing is based on a legitimate interest, the performance of a task in the public interest or the exercise of public authority vested in the City. In this case, the processing of the data may only continue if there is a compelling and justified reason for the processing that the City can demonstrate. Processing may also continue if the processing is necessary for the establishment, exercise or defence of legal claims.

Right to withdraw consent (Article 7)

When the legal basis for the processing of your data is consent, you have the right to withdraw your consent at any time. When requesting consent, the City will inform you of the right to withdraw your consent.

The withdrawal of consent does not affect the lawfulness of processing based on consent that took place before the withdrawal.

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 that the processing of your personal data violates the EU General Data Protection Regulation (EU) 2016/679. In addition, you have the right to use other administrative and legal remedies.

Data Protection Ombudsman's office
Visiting address: Lintulahdenkuja 4
Postal address: PL 800, 00531 Helsinki E-
mail: tietosuoja@om.fi Switchboard: 029
56 66700

How can you contact us with questions about data protection?

Contact person

Team Manager, Energy Renaissance Team, Building Control Services

energiaremontti@hel.fi

Person in charge

Team Manager, Energy Renaissance Team, Building Control Services

Contact information

Helsingin kaupunki, Kaupunkiympäristön toimiala, Työpajankatu 8, PL 58235, 00099 Helsingin kaupunki

Contact details of the data protection officer

City of Helsinki, Data Protection Officer
tietosuoja@hel.fi
09 310 1691 (switchboard)

This privacy statement was updated on 28 October 2026