



Privacy Statement

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

Privacy statement on the processing of building supervision permits, supervision during construction work and supervision of the maintenance and use of buildings and construction sites

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?

Purposes of the processing

The purpose of the processing of personal data during permit processing and supervision of construction work is the permit and decision processes required by the Construction Act and the Land Use and Building Act and the allocation of responsibilities arising from construction legislation.

The purpose of the processing of personal data during the maintenance and use of buildings and construction sites is to monitor the maintenance and use of buildings and construction sites, as required by the Construction Act and the Land Use and Building Act, and to process action requests.

In addition, personal data is processed in feedback surveys.

Legal basis for processing personal data

The basis for the processing of personal data for permit processing and supervision during construction work is Article 6(1)(c) of the EU General Data Protection Regulation, i.e. compliance with the controller's statutory employment obligation (Construction Act, Act on Electronic Communications Services and Postal Act).

The basis for the processing of personal data in the maintenance and use of buildings and construction sites, as well as in feedback surveys, is Article 6(1)(e) of the EU General Data Protection Regulation, i.e. the performance of a task in the public interest or the exercise of public authority vested in the controller.

Which personal data do we process about you?

We process the following information about the permit applicant:

Basic information: First and last name, address, phone number, e-mail address, property ID

Supplementary information: relevant monitoring information, such as possible photographs of the property subject to the action request and e-mails related to the investigation, personal identity number if the applicant is a private person

Payment details:

- If the applicant is a company or community, we process the business ID, name, e-mail address and telephone number of the representative, as well as the e-invoicing address, OVT ID, operator and invoice reference.
- If the applicant is a private person, we process the name, social security number, street address, postal code, city, country, telephone number, email address and e-invoicing address, OVT ID, operator and invoice reference.

When hearing neighbours, we process the following information:

First and last name, address, e-mail address

We process the following information of the person submitting the action request and the owner of the property:

- Basic information: First and last name, address, phone number, e-mail address, property ID
- Additional information: personal identity number, home address
- For companies, we process the company name, business ID, e-invoicing address or other invoicing address.

The planner's or expert's personal data processed for permit handling

- Basic information: First and last name, address, telephone number, e-mail address, personal identity number, certificate to prove qualification, reference list, qualification category
- Supplementary information: Possible clarification of other ongoing permit matters in the application or construction phase.

Personal data of supervisors and planners during work supervision:

- Basic information: First and last name, address, telephone number, e-mail address, personal identity number, certificate to prove qualification, reference list, qualification category
- Supplementary information: report on other ongoing construction sites

Where do we collect your personal data from?

Personal and property data is mainly obtained from data provided by the data subject or their representative. The data is checked in the Municipal Register of the City of Helsinki and the Land Information System of the National Land Survey of Finland, as well as in other official registers, if necessary.

The qualifications of planners and supervisors can be checked from the register of bodies authorised by the Ministry of the Environment.

To whom do we disclose or transfer your personal data?

The processing of personal data may be outsourced to an external service provider. In this case, the processing of personal data takes place on behalf of the division and for the purpose specified by the division. The division remains the controller of your personal data. Processors include CGI and Microsoft.

In permit and supervisory matters, the payment information, name and contact details of the person liable for the payment of the fees are disclosed to the party performing the collection.

Personal data is disclosed to parties entitled to it on the basis of legislation. The information entered in the municipal register is regularly disclosed to the Building and Dwelling Register (BDR) of the Finnish Digital and Population Data Services Agency and the tax authorities, among others. Permit decisions are submitted to the Permit and Supervisory Authority, and they have a right of appeal based on either the Land Use and Building Act or the Construction Act.

Data may be disclosed to parties requesting it, in accordance with the Act on the Openness of Government Activities. The data and documents are public, unless they are expressly specified as confidential by law.

Is your personal data transferred outside the EU or EEA?

Personal data is mainly processed in systems and data resources located in the European Union (EU) or the European Economic Area (EEA). Some of the processors of personal data or the services provided by these are located outside the EU/EEA, in which case personal data is also transferred outside the area. The system data is transferred outside the EU/EEA, for example, in situations where a US-based cloud service provider can

access the data remotely from outside the area, even if the data is stored in data centres in the EU/EEA.

Personal data is transferred outside the European Union or the European Economic Area. Google LLC and Microsoft Corporation are U.S. companies that participate in the EU-US Data Privacy Framework.

Personal Data Processing Agreement for Google

Services:<https://policies.google.com/terms?hl=en-US>

Personal Data Processing Agreement for Microsoft Professional

Services:<https://www.microsoft.com/licencing/docs/view/Licencing-Use-Rights>

How long do we store your personal data?

Personal data related to permit processing is stored permanently.

With regard to the supervision of the maintenance and use of buildings, action requests are retained for ten years from the final decision on the matter. Action requirements are retained for ten years from the final decision on the matter, and administrative coercive decisions are retained permanently.

Automated decision-making and profiling

Personal data is not used for automated decision-making or profiling.

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 which personal data is processed and stored about you. 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)

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 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 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.

Office of the Data Protection Ombudsman

Visiting address: Lintulahdenkuja 4

Postal address: P.O. Box 800, 00531 Helsinki, Finland

Email: tietosuoja@om.fi

Switchboard: 029 56 66700

How can you contact us with questions about data protection?

Contact person

Team Manager, Development and Data Management Team, rakennusvalvonta@hel.fi

Person in charge

Service Manager, Building Supervision

Contact information

Urban Environment Division, Työpajankatu 8, PL 58235, 00099 City of Helsinki.

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 24 August 2026