



Privacy Policy

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

Privacy policy for claims for damages

Data controller

Urban Environment Committee. The duties of the data controller have been delegated to the Director of Shared Services. Decision of the Urban Environment Committee, 15 May 2018 § 242, HEL 2018-004277.

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

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

The purpose of processing the personal data is the processing of claims for damages by the legal services of the Urban Environment Division.

Legal basis for processing:

Article 6(1)(e) of the EU General Data Protection Regulation; the processing is necessary for the performance of a task carried out in the public interest or the exercise the data controller's public authority.

Health-related data is processed as special categories of personal data. The processing is permitted under Article 9(2)(f) of the EU General Data Protection Regulation: the processing is necessary for the establishment, exercise or defence of legal claims.

What personal data do we process about you?

Name, address, email address, telephone number and other personal data as required or as appropriate to the nature of the matter, such as data concerning health, income data and vehicle registration numbers.

From where do we collect your personal data?

The personal data is obtained directly from the data subject.

To whom do we disclose or transfer your personal data?

The data may be disclosed under the Act on the Openness of Government Activities. The data and documents in the possession of the City are public, unless they are expressly designated as confidential by law.

The City may outsource the processing of your personal data to an external system supplier or service provider under a separate agreement. In such cases, the personal data is processed on behalf of and for the City, and for the purpose specified by the City. The City will remain the data controller of your personal data.

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

The personal data is mainly processed in systems and data repositories located within the European Union (EU) or the European Economic Area (EEA). Some of the processors of personal data, or the services they provide, are located outside the EU/EEA, which means that personal data is also transferred outside the area. Data in the systems is transferred outside the EU/EEA for example in situations where a US-based cloud service provider is able to access the data remotely from outside the area, even if the data is stored in data centres within the EU/EEA.

For how long we retain your personal data?

Data relating to claims for damages is retained for 25 years from the date of the final decision in the matter.

Automated decision-making and profiling

The personal data will not be used for automated decision-making or profiling.

Your rights regarding the processing of your personal data

The data subject's rights 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 of access to data (right of access by the data subject, 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 and at the latest within one month of receiving the request. If necessary, the deadline may be extended by a maximum of two months if the request is exceptionally extensive and complex. If the deadline is extended, the City will notify the person requesting the information of this within one month of receiving the request, stating the reasons for the delay.

If the City refuses to carry out your request for access to data, it will inform you of this within one month of receiving the request. The City will also state the reasons for the refusal, provided that this does not undermine the purpose of the refusal. In the same context, information will be provided on the possibility of lodging a complaint with a supervisory authority and seeking other legal remedies.

Right to rectification of data (Article 16)

You have the right to request that the City correct any inaccurate or incorrect personal data concerning you without undue delay. Furthermore, you have the right to have incomplete information completed. Whether or not the data is incomplete will be determined by taking account of the purpose of processing the personal data.

If the City does not approve your data rectification request, it will issue a written statement setting out the reasons for refusing the request. In the same context, information will be provided on the possibility of lodging a complaint with a supervisory authority and seeking 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 are objecting to the processing on grounds relating to your personal, specific circumstances, and there are no legitimate grounds for continuing the processing.
- Your personal data has been processed unlawfully.
- Your personal data must be erased in order to comply with a legal obligation to which the data controller is subject under Union law or the law of a Member State.
- Your personal data has been collected in connection with the provision of information society services, and the data in question relates to a minor.

If the City does not approve your data erasure request, it will issue a written statement setting out the reasons for refusing the request. In the same context, information will be provided on the possibility of lodging a complaint with a supervisory authority and seeking other legal remedies.

There is no right to the erasure of data if the processing is necessary for compliance with the City's legal obligation or related to the performance of a task carried out in the public interest or the exercise of the City's public authority.

Right to restriction of processing (Article 18)

In certain situations, you may have the right to request that the processing of your personal data be restricted until your data has been verified and corrected or supplemented in an appropriate manner. Such situations include cases where you dispute the accuracy of your

data, in which case the processing of that data will be restricted while the City verifies its accuracy.

Right to object (Article 21)

You have the right, at any time and on grounds relating to your particular situation, to object to the processing of your personal data when the processing is based on a legitimate interest, the performance of a task carried out in the public interest or the exercise of the City's public authority. In that case, the processing of the data may only continue if there is a compelling and legitimate reason for it that the City can demonstrate. The processing may also continue if it 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 believe that the processing of your personal data is in breach of the EU General Data Protection Regulation (EU) 2016/679. In addition to this, you have the right to use other administrative and legal remedies.

[Office of the Data Protection Ombudsman](#)

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Email: tietosuoja@om.fi

Switchboard: +358 29 566 6700

How can we be contacted in matters regarding data protection?

Contact person

Team Manager, legal services, Urban Environment Division, kymp.korvausasiat@hel.fi.

Person in charge

Unit Manager, legal services, Urban Environment Division, kymp.korvausasiat@hel.fi.

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 for the City of Helsinki

tietosuoja@hel.fi

+358 9 310 1691 (switchboard)

This privacy policy has been updated on 19 May 2026