



Privacy Statement

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

Privacy statement for the management and maintenance of the City of Helsinki's office premises

Controller

The Urban Environment Committee. The duties of the controller have been delegated to the technical 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 City of Helsinki Urban Environment Division's premises service is responsible for arranging office premises for the city's own needs, for managing property assets and for renting out premises managed by the city to companies. Personal data is processed for the administration and maintenance of premises owned and managed by the City of Helsinki as well as for the acquisition and disposal of premises and tenancy management.

Legal basis for the processing:

Article 6(1)(b) of the EU General Data Protection Regulation: processing is necessary for the performance of a contract to which the data subject is a party or in order to take steps at the request of the data subject prior to entering into a contract. The legal basis applies to the acquisition and disposal of premises and tenancy management in the division when

the party to the agreement is a private person. In tenancy management, credit information is checked for private persons and in the disposal of premises, credit information and blocking information are checked.

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. The legal basis applies to the management and maintenance of the premises of the division as well as for the acquisition and disposal of premises and tenancy management, when the party to the agreement is an organisation.

Which personal data do we process about you?

Management and maintenance of premises:

- Person in charge and contact person of a housing company and real estate company (CEO, chair of the board, member of the board, property manager, person in charge of property maintenance)
 - Name, job title, contact details: email address, telephone number, postal address
- Service provider's person in charge and contact person (contract signatory, person in charge, contact person)
 - Name, job title, contact details: email address, telephone number, postal address
 - Resume information and information on qualifications
 - Licence plate number

Acquisition of premises

- Lessor (organisation)

- Name, job title and contact details of the signatory of the lease agreement and the contact person at the leased premises: email address, telephone number, postal address
- Contact details of an external property manager and/or maintenance worker
- Seller (organisation)
 - Name, job title and contact details of the signatory of the deed of sale: email address, telephone number, postal address
 - Other possible personal data that may be included in the attached documents
- Service provider (real estate agent, lawyer, inspector)
 - Name, job title and contact details of the signatory, responsible person and contact person of the agreement: email address, telephone number, postal address
 - Resume information and information on qualifications

Tenancy management

- Tenant (person)
 - Name, personal identity number and contact details: email address, telephone number, postal address
 - Vehicle registration plate number (car park rental)
 - Credit information
- Tenant (organisation)
 - Name, job title and contact details of the signatory of the lease agreement and the contact person at the leased premises: email address, telephone number, postal address
 - Vehicle registration plate number (car park rental)

Disposal of premises

- Buyer of the apartment/property (private person)
 - Buyer's name and contact details mentioned in the deed of sale
 - Credit information and blocking information
- Buyer of the apartment/property (organisation)

- Name, job title and contact details of the signatory of the organisation mentioned in the deed of sale
- Service provider (real estate agent, lawyer, inspector)
 - Name, job title and contact details of the signatory, responsible person and contact person of the agreement: email address, telephone number, postal address
- Resume information and information on qualifications

Where do we collect your personal data from?

The personal data is obtained from the persons themselves.

The information of representatives the organisations is obtained from the person's employer.

Credit information and blocking information are obtained from Suomen Asiakastieto Oy.

To whom do we disclose or transfer your personal data?

The tenant's contact details may also be disclosed to a debt collection agency outside the City or to a maintenance or contracting company.

Information may be disclosed in accordance with the Act on the Openness of Government Activities. Information and documents in the City's possession are public, unless they are expressly specified as confidential by law.

The City may outsource the processing of your personal data to an external system supplier or service provider by means of a separate commission agreement. In this case, the processing of personal data takes place on behalf of the City and for the purpose specified by the City. The City remains the controller of your personal data. The City and the service provider are jointly responsible for an appropriate processing of your personal data.

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.

How long do we store your personal data?

The data is stored for the duration of ownership or management of the office and commercial premises. The information of the persons responsible for the projects is stored for a guarantee period of ten (10) years from the end of the project or the handover of the building, in accordance with the City of Helsinki's information management system. The tenant's data is stored for five (5) years after the end of the lease agreement.

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 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)

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.

[Office of the Data Protection Ombudsman](#)

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Email: tietosuoja@om.fi

Switchboard: 029 56 66700

How can you contact us with questions about data protection?

Contact person

Team manager, premises service/property unit/property information management team,
helsinki.kirjaamo@hel.fi

Person in charge

Unit manager, premises service/property unit, helsinki.kirjaamo@hel.fi

Contact information

Urban Environment Division, Työpajankatu 8, P.O. Box 58225, 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 4.8.2026