



Privacy statement

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

Processing of personal data for vehicle removal and removal compensation decisions and the Autohotelli service

Controller

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

At the end of this privacy statement you will find contact details so that you can contact the Controller.

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

The purpose of the processing of personal data is the processing of compensation decisions concerning the statutory removal of vehicles and the provision of the car storage service Autohotelli.

Legal grounds for processing:

The EU's General Data Protection Regulation, Article 6(1c): processing is necessary for compliance with a legal obligation to which the controller is subject. (Processing of decisions on compensation for the removal of vehicles).

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 party or in order to take steps at the request of the data subject prior to entering into a contract. (Provision of the Autohotelli service).

Health data may be processed as a special category of personal data if the data subject invokes the data in their case. **Processing is permitted on the grounds of the EU General Data Protection Regulation, Article 9(2)(f), according to which processing is necessary for the establishment, exercise or defence of legal claims.**

What personal data do we process about you?

In vehicle removal and removal compensation decisions, we process the following data:

- Basic information: First and last name, personal identity code, phone number, address, email address
- Bank details: Bank account number
- Vehicle details: registration number, photograph of the vehicle and registration number
- Vehicle removal data: location data

- Technical identifiers: timestamp, IP address, cookies
- Special personal data in appeals: Health data can be processed as a special category of personal data.
- Information related to communications: Service notifications (generic message), message metadata (sender, recipient, timestamp)

In the Autohotelli service we process:

- Basic information: First and last name, personal identity code, phone number, address, email address
- Details of the vehicle: Vehicle registration number, make, model
- Information concerning the validity of the customer's parking permit
- Payer details: First and last name, payment card details
- Technical identifiers: timestamp, IP address, cookies

Where do we collect your personal data?

Personal and vehicle data are mainly obtained from the Traffic Register of the Finnish Transport and Communications Agency (Traficom) and from the Population Register of the Digital and Population Data Services Agency (DVV). The data is supplemented by information provided by the customer or their representative. For vehicle removal and removal reimbursement decisions, data is collected on the basis of a legal requirement, and the provision of the Autohotelli service and the contractual relationship are both subject to the customer providing the necessary personal data.

To whom do we disclose or transfer your personal data?

Processing of vehicle removal and removal compensation decisions:

In regard to vehicle removal fees, the name and bank account number of the relevant payee are disclosed as customer data to the city's financial administration services. Data is regularly disclosed to the controllers of bad credit record registers for the purpose of removing bad credit record entries. Data may be disclosed to the police, execution authorities and tax authorities in accordance with the law.

Processing of the Autohotelli service and the vehicle removal and removal compensation decisions:

Data may be disclosed in accordance with the Act on the Openness of Government Activities. Information and documents held by the city are public, unless they are expressly provided by law to be kept secret.

The city may outsource the processing of your personal data to an external system supplier or service provider with a separate contract of assignment. In this case, the processing of personal data takes place on behalf of the city, and in order to implement the purpose defined by the city. The city remains the controller of your personal data.

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

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

Personal data is transferred outside of the EU or EEA. Microsoft Corporation is a US company participating in the EU-US Data Privacy Framework.

Microsoft Professional Services personal data processing agreement:

<https://www.microsoft.com/licensing/docs/view/Licensing-Use-Rights>

How long do we store your personal data?

Processing of vehicle removal and removal compensation decisions: The data will be stored for 10 years after the compensation decision is issued.

Processing of personal data in the Autohotelli service: The data will be stored for 2 years after the Autohotelli agreement has ended.

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 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 (Right of access by the data subject, Article 15)

You have the right to know whether your personal data is being processed and what data is stored about you. The City of Helsinki will provide the information without undue delay, at the latest within one month of receiving the request. If necessary, this period may be extended by a maximum of two months if the request is of exceptional scope and complexity.

If the time limit is extended, the city will inform the person requesting the information of this within one month of receiving the request, as well as of the reasons for the delay.

If the city refuses to carry out your request for access, it will inform you of this within one month of receiving the request. The city will also state the reasons for the refusal, unless this would jeopardise the purpose of the refusal. The possibility of lodging a complaint with a supervisory authority and of seeking other remedies is also mentioned in connection with the certificate.

Right to rectification (Article 16)

You have the right to demand that the city rectify imprecise and inaccurate personal data concerning you without undue delay. In addition, you have the right to the supplementation of incomplete information. Any incompleteness of the data will be resolved by taking into account the purpose of the processing of personal data.

If the city does not accept your demand for rectification, it will issue a written certificate stating the reasons the demand was not accepted. The possibility of lodging a complaint with a supervisory authority and of seeking other remedies is also mentioned in connection with the certificate.

Right to be forgotten (Article 17) (*only concerns Autohotelli services*).

You have the right to request the deletion of your data in the following cases:

- You withdraw the consent on which the processing was based and there is no other legitimate basis for the processing.
- You object to the processing on grounds relating to your particular situation and there is no legitimate basis for continuing the processing.
- Your personal data has been unlawfully processed.
- Your personal data must be erased in order to comply with a legal obligation applicable to the Controller under Union or Member State law.
- Your personal data has been collected in connection with the provision of information society services and is the personal data of a minor.

If the city does not accept your demand for erasure, it will issue a written certificate stating the reasons the demand was not accepted. The possibility of lodging a complaint with a

supervisory authority and of seeking other remedies is also mentioned in connection with the certificate.

The right to erasure does not exist if the processing is necessary for compliance with the city's statutory obligation, or it is related to the performance of a task carried out in 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 that the processing of your personal data be restricted until your data has been duly checked and corrected or supplemented. Such situations include you denying the accuracy of your data, in which case the processing of your data is restricted while the city is checking 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 grounds related to your personal situation, where the processing is based on the performance of a task carried out in the public interest or in the exercise of an official authority vested in the city. In this case, the data may be further processed only if there is a substantial and justified reason for the processing that can be demonstrated by the city. 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 an 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 violates the EU General Data Protection Regulation (EU) 2016/679. You also have the right to exercise other administrative and judicial remedies.

[Office of the Data Protection Ombudsman](#)

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How can you contact us about data protection issues?

Contact

Removal Manager, City of Helsinki, Urban Environment Division, Parking Control and Parking Services

email: pysakointi@hel.fi

Responsible person

Municipal Parking Supervisor, City of Helsinki, Urban Environment Division, Parking Supervision and Parking Services

email: pysakointi@hel.fi

Contact information

City of Helsinki, Urban Environment Division, Parking Supervision and Parking Services, Työpajankatu 8, PO Box 58235, FI-00099 City of Helsinki

Contact information of the data protection officer

City of Helsinki's Data Protection Officer

tietosuoja@hel.fi

+358 9 310 1691 (switchboard)

This privacy statement was updated on 26/06/2025.