Helsinki

Data protection policy

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

Processing of personal data in vehicle removal and removal compensation decisions and Vehicle Removal Alert and Car Hotel services

Data controller

The Urban Environment Committee. The data controller’s duties have been delegated to the director of customer relations. Urban Environment Committee's decision 15 May 2018 HEL 2018-004277.

The contact details for the data controller are given at the end of this data protection policy so that you may contact them.

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

The purposes of the processing of personal data are the processing of payments for the statutory removal of vehicles and the provision of Vehicle Removal Alert and Car Hotel services. The Vehicle Removal Alert service is used to communicate vehicle removal requests and the Car Hotel service is used to provide a vehicle storage service.

Legal basis for the processing:

Point (a) of Article 6(1) of the EU General Data Protection Regulation: the data subject has given consent to the processing of their personal data for one or more specific purposes. This legal basis applies to the Vehicle Removal Alert service.

Point (c) of Article 6(1) of the EU General Data Protection Regulation: processing is necessary for compliance with a legal obligation under the act on parking control to which the data controller is subject. This legal basis applies to the processing of payments for statutory removal of vehicles.

Point (b) of Article 6(1) of the EU General Data Protection Regulation: the 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. This legal basis applies to the Car Hotel service.

Health-related information may be processed as a special category of personal data. Its processing is allowed on the basis of point (f) of Article 9(2) of the EU General Data Protection Regulation, based on which the processing is necessary for the establishment, exercise or defence of legal claims.

Which personal data will we process?

In cases of vehicle removal and removal compensation decisions, we process:

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

- Technical identifiers: timestamp, IP address, cookies

- Special categories of personal data for claims for rectification: Health-related information may be processed as a special category of personal data.

- Information related to communication: Service notifications (generic message), message metadata (sender, recipient, timestamp)

For the Vehicle Removal Alert service we process:

- Phone number and email address

For the Car Hotel service we process:

- Basic information: First and last name, personal identification number, telephone number, address details, email address

- Vehicle information: Vehicle registration number, make, model

- Information on the validity of the customer's parking permit

- Payer details: First and last name, bank card details

- Technical identifiers: timestamp, IP address, cookies

From which sources do we collect your personal data?

Personal and vehicle data are mainly obtained from the Transport Register of the Finnish Transport and Communications Agency Traficom and from the Population Register of the Digital and Population Data Services Agency. The information will be supplemented by information provided by the customer or their representative. In order to use the Vehicle Removal Alert and Car Hotel services, the customer must provide the necessary personal data.

To whom do we disclose or transfer your personal data?

Processing of vehicle removal and removal compensation decisions:

For payments related to the removal of a vehicle, the name and bank account number of the relevant recipient are disclosed as client information to the City of Helsinki Financial Management Services. The data are regularly disclosed to the administrators of the default of payment registers for the purpose of removing the bad credit history. The data may be disclosed to the police, enforcement authorities and tax authorities in accordance with the law.

Processing of the Vehicle Removal Alert service, the Car Hotel 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 based on a separate commission agreement. In this event, personal data are processed by and on behalf of the City, and for the purpose defined by the City. The City remains the data controller of your personal data.

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

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

Personal data in the register are transferred outside of the EU or EEA. Microsoft Corporation is a US-based company that is part of the EU-US Data Privacy Framework.

Personal Data Processing Agreement of the Microsoft Professional Services:

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

How long will your personal data be stored?

Processing of vehicle removal and removal compensation decisions: The information will be kept for ten years after the decision to pay compensation has been issued.

Processing of personal data in the Vehicle Removal Alert service: The data will be deleted one year after the order is placed, unless the customer renews the order. The customer may also withdraw their consent to the processing of their personal data at any time, in which case the personal data will be deleted immediately.

Processing of personal data in the Car Hotel service: The data will be kept for two years after the end of the Car Hotel agreement.

Automated decision-making and profiling

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

Your rights in terms of the processing of your personal data

You can find the information on the rights of data subjects and exercising these rights 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 to withdraw consent (Article 7) *(Applies to the Vehicle Removal Alert service)*

When the processing of your personal data is based on consent, you have the right to withdraw your consent at any time. When the City asks you to give the City your consent, you are informed of this right at the same time.

The withdrawal of consent does not affect the lawfulness of processing done prior to the withdrawal of consent.

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

You have the right to know which of your personal data is processed and recorded. The City will provide you with the information without undue delay and no later than within one month of the request. If necessary, this deadline can be extended by a maximum of two months, if the request is exceptionally comprehensive and complex. If the deadline is extended, the City will notify the person who submitted the request of the extension and the grounds for the extension within one month of receiving the request.

If the City refuses to carry out your request for right of 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 City must also provide information on the option to lodge a complaint with the control authority and use other legal remedies.

Right to rectification (Article 16)

You have the right to demand that the City rectify inaccurate and incorrect personal data concerning you without undue delay. You also have the right to have incomplete data supplemented. Any inadequacy of data is assessed taking into account the purposes of the processing of the personal data.

If the City does not approve of your demand to have your data rectified, it must provide a written report on the matter specifying the reasons for not approving the demand. The City must also provide information on the option to lodge a complaint with the control authority and use other legal remedies.

Right to erasure (Article 17) *(Applies to Vehicle Removal Alert and Car Hotel services)*

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 on and there is no other legal basis for the processing.
- You object to the processing on grounds relating to your particular situation and there are no overriding legitimate grounds for the processing.
- Your personal data has been unlawfully processed.
- Your personal data has to be erased for compliance with a legal obligation in Union or Member State law to which the data controller is subject.
- Your personal data has been collected in relation to the offer 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. 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 based on 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)

You may in certain situations have the right to obtain from the controller restriction of processing for a period enabling the controller to verify the accuracy of, rectify or supplement your personal data. These include situations where you contest the accuracy of the personal data, in which event the processing is restricted until the City has verified the data.

Right to object (Article 21)

You have the right to object at any time, on grounds related to your personal situation, to the processing of your personal data where the processing is based on the performance of a duty carried out in the public interest or in the exercise of an official authority vested in the City. The controller shall no longer process the personal data unless the City is able to demonstrate compelling legitimate grounds for the processing. 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 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 infringes the General Data Protection Regulation (EU) 2016/679. In addition to this, you also have the right to employ other administrative appeals and legal remedies.

Office of the Data Protection Ombudsman
Street address: Lintulahdenkuja 4
Postal address: PO Box 800, 00531 Helsinki
Email: tietosuoja@om.fi
Switchboard: +358 29 56 66 700

How can you make enquiries about matters relating to data protection?

Contact person

Tow-Away Manager, City of Helsinki, Urban Environment Division, Parking Control and Parking Services

Email: pysakointi@hel.fi

Person responsible

Municipal Traffic Warden, City of Helsinki, Urban Environment Division, Parking Control and Parking Services

Email: pysakointi@hel.fi

Contact information

City of Helsinki, Urban Environment Division, Parking Control and Parking Services, Työpajankatu 8, P.O. Box 58235, 00099 City of Helsinki

Contact information for the Data Protection Officer

City of Helsinki Data Protection Officer

tietosuoja@hel.fi

+358 9 310 16 91 (switchboard)

This privacy policy was last updated on 4 February 2026.