



Privacy notice

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

Processing of personal data in the City of Helsinki Social Services, Health Care and Rescue Services Division's peer and expert-by-experience activities

Controller

Social Services, Health Care and Rescue Services Committee. The tasks of the controller have been delegated to the head of the Social Services, Health Care and Rescue Services Division (decision of the Social Services, Health Care and Rescue Services Committee, 18 March 2025, section 44).

Contact information:

Toinen linja 4 A

PO Box 6000

00099 HELSINGIN KAUPUNKI

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

The purpose of the personal data processing is to maintain and promote peer and expert-by-experience activities in the Social Services, Health Care and Rescue Services Division. Peer and expert-by-experience activities help plan, develop and implement social services, health care and rescue services in a customer-oriented manner. In addition to this, the activities promote inclusion, non-discrimination and equality in the City of Helsinki. Participation in the peer and expert-by-experience activities is voluntary.

The legal basis for the processing is 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.

Personal data may also be processed on the basis of Article 6(1)(a) of the EU General Data Protection Regulation: the data subject has consented to the processing of their personal data for one or more specific purposes.

Which personal data do we process?

Data subjects are only ever asked for the necessary contact information to enable communication. Data subjects are informed, either orally or in writing, of what data are stored about them and what they will be used for. The data collected in peer and expert-by-experience activities primarily consist of identifying and contact information provided by the data subjects themselves.

From where do we collect your personal data?

The personal data are collected from the data subjects themselves. The data are collected either digitally or orally during registration. The data collected are only stored in secure environments specifically designed to protect personal and other sensitive data.

To whom do we transfer or disclose your personal data?

The personal data are not disclosed to third parties. The personal data may be transferred to a service provider who processes the data on behalf of the Social Services, Health Care and Rescue Services Division.

Is your personal data transferred outside of the EU or EEA?

By default, the City of Helsinki ensures that the personal data are processed within the EU or the EEA. However, in some cases, the City's services or functions may also be implemented by a service provider located somewhere else, by using services and

servers. In such a case, the personal data may be transferred outside the EU or the EEA as well, such as the United States. The General Data Protection Regulation sets strict criteria for transferring personal data to countries whose legislation concerning the processing of personal data deviates from the requirements of European data protection legislation. In such cases, the City of Helsinki commits to adhering to the requirements set for an adequate level of personal data protection and, where applicable, commits its system suppliers and service providers to take care of similar data protection obligations, as prescribed in data protection legislation.

How long do we keep your personal data?

The retention of the personal data is based on necessity, meaning that the data are deleted when the data subject is no longer involved in the peer and expert-by-experience activities. The data are automatically deleted after two (2) years from the last login.

Automated decision-making and profiling

No automated decision-making or profiling is used in the processing of the personal data.

Rights concerning the processing of your personal data

Rights of data subjects and instructions on how to exercise them can be found from:

<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 what personal data is processed about you 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 jeopardize the purpose of the refusal. You will also be informed of the possibility of lodging a complaint with the supervisory authority and of judicial remedies.

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 supplement 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 the person's 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 erasure, 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 on and there is no other legal basis for the processing.
- You object to the processing of your data for purposes of direct marketing.
- 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 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

In certain situations, you may have the right to request that the processing of your personal data is restricted until your data has been duly checked and corrected or supplemented. Such situations include when you deny accuracy of your data, in which case the processing of your data is restricted for the time the city checks its accuracy.

Right to data portability, Article 20

You have the right to transfer your personal data from one controller to another if you have provided the controller with your personal data by yourself, and the processing of the data is based on consent or a contract, and the processing is carried out automatically.

This right does not apply to processing that is necessary for the performance of a task carried out in the public interest or in the exercise of an official authority vested in the city.

Right to object, Article 21

You have the right to object at any time on grounds relating to your personal situation to the processing of your personal data 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 defense of legal claims.

Right to withdraw consent, Article 7

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 to lodge a complaint with an authority, Article 77

You have the right to lodge a complaint with the supervisory authority, in particular in the Member State of your habitual residence, place of work or place of the alleged infringement, if you consider that the processing of personal data concerning you infringes the EU General Data Protection Regulation. In Finland, this supervisory authority is the Data Protection Ombudsman. In addition, you 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 for questions related to data protection?

Contact person

Communications and Participation Director, Social Services, Health Care and Rescue Services Division

Email: sotepe.osallisuus@hel.fi

The person responsible for the service

Communications and Participation Director, Social Services, Health Care and Rescue Services Division

Email: sotepe.osallisuus@hel.fi

Contact information

Social Services, Health Care and Rescue Services Division

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00099 CITY OF HELSINKI

Contact information of Data Protection Officer

Data Protection Officer of City of Helsinki

tietosuoja@hel.fi

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This privacy notice has been updated on 1.3.2026