

DATA PROTECTION

EU General Data Protection Regulation

Data protection means the protection of personal data. The objective of the EU General Data Protection Regulation (EU) 2016/679, which has been fully applicable as of 25 May 2018, is to improve the protection of personal data, increase the transparency of the processing of personal data for the data subjects, or clients, and give them more ways to manage the processing of their personal data. Another objective of the Data Protection Regulation is to answer questions about data protection brought on by digitalisation and globalisation. The National Data Protection Act complements and clarifies the provisions of the Data Protection Regulation.

Data protection in the services of the City of Helsinki

When you are a customer of the services of the City or otherwise have dealings with the City, the City collects your personal data to the extent it is necessary in order to take care of the matter.

Personal data means such data by which a person can be identified. Such data is, for example, name, e-mail address, telephone number, positional information, personal identity code, patient data and the computer's IP-address.

There is always a legal basis for the processing of personal data at the City of Helsinki. In the processing and archiving of personal data, the City also complies with data processing practice and national data security instructions and good practices. Personal data is processed with care and to its purpose. The personnel of the City is regularly trained for processing personal data. The processing of personal data is monitored and the use of systems that include personal data is tracked.

File descriptions

The City of Helsinki collects personal data to different registers according to the purposes of use. The personal data files have file descriptions from which you can see the purposes of the processing for each file and other useful information, such as the names of the data controller and the contact person for the filing system.

- View the City's file descriptions at <https://www.hel.fi/rekisteriseloste>.

Know your rights

As a data subject, you have rights related to your own personal data and the processing of them at the City of Helsinki. You have, among other things, the right to know whether your personal data are processed at the City and which data are processed and request access to the data about you. You also have the right to demand a rectification of inaccurate personal data. The rights are enforced in different manners depending on the reason for the processing.

A majority of the City's services are based on compliance with a legal obligation. In such cases, the City does not need a separate consent to process your personal data. However, part of the services are of the kind to which personal data are collected based on consent, in which case the City asks for your consent to process your data. You have the right to withdraw the consent that you have given at any time.

- Read more about your rights at <https://www.hel.fi/helsinki/en/administration/information/data-protection/rights-further-detail>

This is how you enforce your rights

E-services

Please note that you can view your own health data in the Omakanta service at <http://www.kanta.fi/omakanta> to the extent that they have been entered into it.

If you want to access your own data that you cannot find in e-services (for example Wilma, Helmet), you can file an access request to the City of Helsinki. You also have the right to demand a rectification of inaccurate data about you. You can file a personal data access request and a demand for rectification through the City's e-service:

- **Request to access personal data:**
<https://www.hel.fi/helsinki/en/administration/administration/services/eservices?id=4216>
- **Demand for rectification of personal data:**
<https://www.hel.fi/helsinki/en/administration/administration/services/eservices?id=4265>

Services on site

You can also file a request to access your own data or a demand to rectify inaccurate data in person at the service points listed below. To do this you will need an identity card. The request is filed with the following forms:

- [Request to access personal data \(PDF\) >>](#)
- [Demand for rectification of personal data \(PDF\) >>](#)

All requests can be filed at the City of Helsinki Registry.

- **The City of Helsinki Registry:** Pohjoisesplanadi 11-13

In addition to the Registry, a request can be filed at the following service points, if it is related to the division in question:

- **Education Division:** Töysänkatu 2 D and schools and day-care centres
- **Urban Environment Division:** Sörnäistenkatu 1
- **Social Services and Health Care Division:** all service points
- **Occupational Health Helsinki:** Helsinginkatu 24, 2nd floor

Further information

You can turn to the City of Helsinki's Data Protection Officer if you want to know more about the processing of your personal data.

Data Protection Officer
City Executive Office
Administration
PO Box 1
00099 City of Helsinki
tietosuoja(a)hel.fi

Data requests in accordance with the Openness Act

In addition to the Data Protection Regulation, the disclosure of personal data from a person register is also regulated in the Act on the Openness of Government Activities, i.e. the Openness Act (621/1999).

The personal data access request form is not intended for making data requests in accordance with the Act on the Openness of Government Activities, as requests concerning the City of Helsinki's documents can be made directly to the office holder in charge, to the division or to the municipally owned company. If needed, the City of Helsinki Registry gives advice on the fields of activity of the different authorities and the data that is kept.

According to the openness act, official documents shall be in the public domain, unless specifically provided otherwise in the Openness Act or another Act. For example, decisions on building permits and appointments to office are public, even though they include personal data. Moreover and barring specific restrictions, every individual has the right of access to information contained in an official document and pertaining to themselves.

Confidential data include, but are not limited to, client data in social and health care, data concerning student welfare, data describing a person's economic standing and business secrets. If the person is a party in some matter, he or she has the right to be provided with classified personal data, even when it does not concern his or her own personal data.