



Privacy policy

EU General Data Protection Regulation (2016/679)

14.4.2020/23.9.2020

## **Customer register of remote digital support services carried out by the City of Helsinki**

### **1. Controller**

Helsinki City Board. The duties of the register controller have been delegated to the City Executive Office Communications Director (20 April 2020 decision, § 247)

### **2. Person in charge of the register**

#### **Title**

Citizen Interaction Director

### **3. Contact person for the register**

#### **Title**

Special Planner, City Executive Office / Communications / Participation and Citizen Information

#### **Contact information**

City of Helsinki, Registrar's Office, P.O. Box 10 (Pohjoisesplanadi 11-13), 00099 City of Helsinki

## **4. Purposes of the processing of personal data and the legal grounds for the processing**

### **Purposes of the processing**

The purpose of the processing of personal data is to provide remote support in the use of digital services to municipal residents.

### **Legal grounds for the processing**

Article 6 (1a) of the EU General Data Protection Regulation: The data subject has given consent to the processing of his or her personal data for one or more specific purposes.

Article 6 (1c) of the EU General Data Protection Regulation: Processing is necessary for compliance with a legal obligation of the controller.

### **Essential legislation**

- EU General Data Protection Regulation (679/2016)
- Data Protection Act (1050/2018)
- Administrative Procedure Act (434/2003)
- Local Government Act (410/2015)

## **5. Data content of the register**

The name, phone number and email address of the person requesting the remote digital support, along with the type of device for which guidance is requested, the preferred video conference app, the preferred topic of digital support, and the preferred time for the session.

## **6. Regular disclosures of personal data**

The information stores in the register will not be disclosed to other parties, including parties outside the EU or the EEA.

## **7. Data storage periods**

The data will be kept for a maximum of six months.

## **8. Sources of personal data**

The information will be obtained from the persons themselves, with their own consent, in connection with the requests for remote digital support.