



Privacy statement

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

Privacy statement for social and patient ombudsperson services

Data controller

Social Services and Health Care Committee. The tasks of the data controller have been delegated to the Head of the Social Services and Health Care Division (Section 32 of the decision of the Social Services and Health Care Committee on 26 February 2019)

Contact information:

Social Services, Health Care and Rescue Services Division

Toinen linja 4 A

PO Box 6000

00099 CITY OF HELSINKI

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

The purpose of the processing of personal data is to carry out the duties of social and patient ombudspersons: the processing, planning, organisation of client matters, as well as statistics and reporting (Act on Patient Ombudspersons and Social Services Ombudspersons 739/2023).

This processing also involves the processing of special categories of personal data. The processing of this data is permitted on the basis of Article 9(2)(g) of the EU General Data Protection Regulation, according to which processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law.

This processing is necessary for compliance with a legal obligation to which the controller is subject (EU GDPR 6(1)(c)).

Personal data is processed and stored in accordance with Section 11 of the Act on Patient Ombudspersons and Social Services Ombudspersons. When providing general advice, the necessary personal data is registered in accordance with Section 27 of the Act on Information Management in Public Administration (906/2019).

Key legislation

- Act on Patient Ombudspersons and Social Services Ombudspersons (739/2023)
- General Data Protection Regulation (679/2016)
- Data Protection Act (1050/2018)
- Administrative Procedure Act (434/2003)
- Act on the Openness of Government Activities (621/1999)
- Act on Information Management in Public Administration (906/2019)

What personal data do we process?

When providing general advice we store the description of the requested advice, the provided advice and other measures, as well as other necessary information related to the provision of services. In addition, we also record personal data (name, phone number, e-mail, address) from the contact, to the extent necessary to provide the service and to identify the contact.

When providing non-general advice, we register the following personal data to the extent necessary:

- 1) the person's name, personal identification code or, if it is not known, their temporary identification code or date of birth;
- 2) the name and jurisdiction of the legal representative, relative or other close person;
- 3) the person's mother tongue and preferred language for communication;
- 4) information about the ban on the disclosure of a minor's data;

- 5) the time of arrival of the document received by the patient ombudsperson and social ombudsperson;
- 6) the name of the author of the document and their task in the service unit;
- 7) date that the document was prepared on.

When providing non-general advice, we also record the description of the advice requested, the advice given and other measures taken, as well as other necessary information related to the provision of services.

Health care and social welfare information is processed as data on special groups of persons to the extent that the information relates to the advice requested and provided.

This reporting includes information on the content of contacts received by the ombudspersons without identifying the party involved. The documents of the activities of the social and patient ombudspersons are kept separate from other documents of the controller.

How do we collect personal data?

Personal data is collected from the data subject or their competent legal representative, relative or close person by phone, electronically or in person. In addition, the patient and social ombudspersons have the right to receive the necessary information from the Digital and Population Data Services Agency and the party providing or organising health and social services to ensure the competence of the legal representative, relative or other close person, as well as the right to prohibit the disclosure of a minor's information (section 13). The collected information is stored in the information management system of the patient and social ombudsperson service.

To whom do we disclose your personal data?

As a rule, your personal data is not disclosed to third parties.

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

No data is transferred from the register outside the EU or EEA.

How long do we retain your personal data?

Documents and logs of the activities of the social and patient ombudsperson service are kept for 12 years from the end of the case. The social and patient ombudsperson decides when an individual case is closed.

Automated decision-making and profiling

Personal data in the register is will not be used for automated decision-making or profiling.

Your rights regarding the processing of your personal data

The rights of the data subject and instructions on how to exercise them can be found 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 review data (right of access to data, Article 15)

You have the right to know which of your personal data is being processed and what data has been stored about you. The city 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, also stating the reasons for the delay.

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. You also have the right to have any incomplete information completed. Incompleteness of the data will be verified by taking into account the purpose of the processing of personal data in the register. If the city does not accept your request for rectification, 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 will also be mentioned in this connection.

Right to restriction of processing (Article 18)

In certain situations, a person may have the right to request that the processing of their personal data be restricted until their data has been duly checked and corrected or supplemented. Such situations include a data subject contesting the accuracy of their data, in which case the processing of the data will be restricted for the period it takes for the city to check the accuracy of the data.

Right to lodge a complaint with an authority (Article 77)

You have the right to lodge a complaint with a supervisory authority if you consider the processing of your personal data to infringe on the EU General Data Protection Regulation (EU) 2016/679. In addition, the data subject has 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 privacy issues?

Contact details of the Data Protection Officer

City of Helsinki's Data Protection Officer

tietosuoja@hel.fi

+358 9 310 1691 (telephone exchange)

Responsible person

Head of Unit, Social and Patient Ombudsperson Services

Tove Munkberg, tove.munkberg@hel.fi

Contact details

Social and patient ombudspersons

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