



Register description

EU General Data Protection Regulation (2016/679)

29 November 2023

Customer register of the City of Helsinki's digital support services

1. Controller

City of Helsinki / City Board

2. Person in charge of the register

Job title

City Executive Office / Communications Department / Head of Digital Inclusion

In accordance with section 182 of the City Board decision on the responsibilities and tasks concerning register keeping in the City Executive Office issued on 7 March 2022, the person in charge of the register is the Head of Digital Inclusion appointed by the Communications Director.

3. Contact person for the register

Job title

Special Planning Officer, City Executive Office / Communications / Digital Inclusion

Contact information

City of Helsinki, Register Office, PO Box 10 (Pohjoisesplanadi 11–13), 00099 City of Helsinki

4. Purposes and legal basis for processing personal data

Purposes of processing

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

Legal basis for processing

Article 6, paragraph 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.

Key legislation

- EU General Data Protection Regulation (679/2016)
- Data Protection Act (1050/2018)

5. Data content of the register

The name and contact information of the person requesting digital support, the type of device for which support is provided, the desired topic of support, the desired date and time of support.

6. Regular disclosure of personal data

The data stored in the register are not disclosed to third parties or outside the EU or the EEA.

7. Data retention periods

The data are retained for a maximum period of six months.

8. Information sources for personal data

Information is obtained from individuals themselves in connection with requests for support or appointment booking.