



## Privacy policy

1. Name of personal data register	Customer register of remote digital support services carried out by the City of Helsinki
2. Controller of the personal data register	Helsinki City Board The duties of the register controller have been delegated to the City Executive Office Communications Director (20 April 2020 decision, section 14/2020)
3. Person in charge of the personal data register	Citizen Interaction Director
4. Contact person for the personal data register	Special Planner
	Contact information: City of Helsinki Registrar's Office P.O. Box 10 (Pohjoisesplanadi 11-13) 00099 City of Helsinki
5. Purpose of personal data processing and legal basis for the processing	<p>The purpose of the processing of personal data is to provide remote support in the use of digital services to municipal residents.</p> <p>Legal basis for the processing:</p> <p>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.</p> <p>Article 6 (1c) of the EU General Data Protection Regulation: Processing is necessary for compliance with a legal obligation of the controller.</p> <p>Key legislation: EU General Data Protection Regulation (679/2016) Data Protection Act (1050/2018) Administrative Procedure Act (434/2003)</p>



14.4.2020

	Local Government Act (410/2015)
6. Personal data register information content	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.
7. Regular transfers of personal data	The information stores in the register will not be disclosed to other parties, including parties outside the EU or the EEA.
8. Data retention periods	The data will be kept for a maximum of six months.
9. 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.