



19 November 2018

Your personal information in the Webropol system

This portion lets you know in what way the City of Vantaa will handle your personal information that has been collected with the Webropol system in Vantaa.

1. Why is my personal information collected in the Webropol system?

The City of Vantaa may collect information from you, for example, for developing municipal services, for registering in different events, or for giving feedback. The information is never used, for example, for direct marketing or commercial purposes.

2. What personal information is collected by the city on Webropol?

Only personal information that is practically necessary is collected in the Webropol system.

3. Does the city pass my information on?

The City of Vantaa can only pass your information on if the release is based on the law, or if you have given your permission for passing on your information. If your information is passed on based on your permission, you may cancel your permission at any time.

4. How long will my information be stored?

The City of Vantaa stores the information collected by Webropol only as long as it is needed for each justified use. After the storage time ends the personal information is destroyed.

5. Who can handle my information?

The personal information collected by the City of Vantaa's Webropol is handled only those persons who require the information to take care of their work or authorized jobs. The information handlers have an obligation to maintain confidentiality.

6. In what way is my information handled?

The handler of information takes care at all phases of handling in such a way that no one's privacy is endangered or compromised. The information collected by Webropol are stored on Webropol's servers and/or the City of Vantaa's servers with proper protection. The handler of the information and service provider (Webropol Oy) is to obey the confidentiality regulations set out in the law.



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7. In what way is my information secured?

The equipment and programs kept up by the City of Vantaa and Webropol are secured technically. If a Webropol inquiry and its results are checked or changed, each visit results in a mark in the Webropol system.

8. What is done in the city if your information gets into the wrong hands?

It is possible that despite the protection, your information may end up in the wrong hands in an exceptional case. In this situation the city will begin immediate actions to rectify the situation. In addition, the city will notify of the leaking of the information immediately and at the latest within 72 hours of discovery of the matter, if the leaking of your information might cause notable damage to your rights. The city will notify the persons whose information has leaked of the leak of information. If the information leak affects a large group of people, and the matter does not require any immediate actions on your part, the information leak can also be notified through public broadcasting means.

9. What can I do if I suspect that my information has been handled illegally?

If you suspect that data protection legislation has been breached in the handling of your information, you may bring the matter to be handled by the data protection supervisor. Additional information and directions in the matter can be received from the data protection supervisor.

10. Can I inspect my own information?

You may inspect your own information and receive copies of it for free of charge once a year. The inspection request is made in a Vantaa Info in conjunction with a personal visit with a separate form that is available in the Vantaa Info. Your identification will be checked when you submit the inspection request form. The right to inspect the information is checked before releasing the information. If your right to inspect the information is denied, you will receive a written proof of denial, in which appear the grounds for denial. After this you can take the matter to the data protection supervisor to be resolved.

11. How can I demand a correction to my information?

You can request a correction to your information if the information is inaccurate or incorrect. The request for correcting the information is free of charge. A written request for correcting information is to be addressed to the Registry of the City of Vantaa: City of Vantaa, Kirjaamo, PO Box 1100, 01030 City of Vantaa.

12. Can I demand that the city remove my information?

You may request your information to be removed from the Webropol system. If the information is based on following a legal obligation, the collected client information can only be destroyed after the legally mandated time. You can always request the city, however, to remove unnecessary and faulty information.



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13. Can I demand the restriction of the handling of my information?

If your information is not correct, you may demand the City of Vantaa to restrict of the handling of your personal information until the correctness of the information is ensured.

14. Where can I ask more about the handling of personal information?

If you want to know more about the handling of your information by Webropol of the City of Vantaa, you may request additional information from the data protection supervisor or the information service unit of the City of Vantaa. You may also request a more exact leaflet about the handling of your information from the Vantaa Info.

Contact information

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Information Service Unit
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E-mail addresses are in the form `firstname.lastname(at)vantaa.fi`.