



Data protection notice

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

Data protection notice for non-subsidised rental housing

Data controller

The Urban Environment Committee. The data controller's duties have been delegated to the Director of Customer Relations. Urban Environment Committee's decision 15 May 2018 HEL 2018-004277.

The contact details for contacting the data controller are provided at the end of this data protection notice.

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

The Urban Environment Division rents out non-subsidised housing that is under the direct ownership of the City of Helsinki. The purpose of the personal data processing is to carry out the application process and tenant selection for housing, conclude rental agreements, manage tenancies and carry out tasks related to the invoicing of rents and other expenses and collections during tenancies.

The application process for housing, tenant selection and the conclusion of a rental agreement require that the data subject provides the necessary personal data.

Legal basis for the processing:

Article 6(1)(b) of the EU General Data Protection Regulation: processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at

the request of the data subject prior to entering into a contract. This legal basis applies to the establishment and management of tenancies.

Article 6(1)(c) of the EU General Data Protection Regulation: processing is necessary for compliance with a legal obligation to which the controller is subject. The activities are governed by the Accounting Act and the Act on Residential Leases.

What personal data concerning you do we process?

At the application stage, we process the following personal data on the applicant and potential co-applicants:

- first and last name
- personal identity code
- municipality of residence
- nationality
- address
- telephone number
- credit information.

In addition to these, the following data are processed if necessary:

- email address
- EU citizen registration certificate or residence permit type
- the applicant's own statement of previous housing debt, if the applicant has any.

At the agreement conclusion stage, the following additional personal data on the applicant are processed:

- bank details.

From where do we collect your personal data?

The personal data are mainly collected from the data subject. If necessary, the data are supplemented with data from the Digital and Population Data Services Agency 's Population Information System. Data may also be obtained from third-sector operators at the request of the applicant. Applicants' credit information is checked with Suomen Asiakastieto Oy.

To whom do we disclose or transfer your personal data?

The personal data (name and contact details) may be disclosed to maintenance companies for the purpose of carrying out maintenance operations. The personal data (name and contact details) may be disclosed to debt collectors in the event of a rent arrears collection. The personal data may also be disclosed to parties that are entitled to access them under the law.

The City may outsource the processing of your personal data to an external system supplier or service provider based on a separate commission agreement. In that case, the personal data are processed on behalf of the City and to fulfil a purpose determined by the City. The City remains the data controller of your personal data. The City and the service provider are jointly responsible for the appropriate processing of your personal data.

Are your personal data transferred outside of the EU or EEA?

The personal data are not transferred outside the EU or EEA.

How long do we retain your personal data?

Applications are retained for three years from the date of selection or expiry of the application.

Tenant selection decisions are retained for 10 years from the date of the decision.

Information related to rental agreements is retained for five years after the end of the tenancy.

Automated decision-making and profiling

The personal data processing does not involve any automated decision-making or profiling.

Your rights regarding the processing of your personal data

Information on the rights of data subjects and instructions for exercising these rights are available 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 of access (Article 15)

You have the right to obtain confirmation as to what personal data concerning you are being processed and what data concerning you have been stored. The City of Helsinki will provide you with the information without undue delay, at the latest within one month of receiving the request. If necessary, this deadline may be extended by a maximum of two months if the request is of an exceptional scope and complexity. If the deadline is extended, the City will notify the person who submitted the request of the extension and the grounds for the extension within one month of receiving the request.

If the City refuses to fulfil your access request, it will inform you of this within one month of receiving the request. The City will also provide the reasons for the refusal, unless doing so would compromise the purpose of the refusal. You will also be informed of the possibility of lodging a complaint with the supervisory authority and of judicial remedies.

Right to rectification (Article 16)

You have the right to request that the City rectify inaccurate personal data concerning you without undue delay. You also have the right to have incomplete data completed. Whether the data are incomplete will be determined based on the purpose of the processing of the personal data.

If the City rejects your request for rectification, it will issue a written certificate stating the reasons why the request was rejected. You will also be informed of the possibility of lodging a complaint with the supervisory authority and of judicial remedies.

Right to be forgotten (Article 17)

The right to erasure does not apply to the extent that processing is necessary for compliance with a legal obligation to which the City is subject or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the City.

Right to restriction of processing (Article 18)

In certain situations, you may have the right to request that the processing of personal data concerning you is restricted until the data have been duly verified and corrected or completed. These include situations where you contest the accuracy of the personal data, in which event the processing is restricted until the City has verified the accuracy of the data.

Right to data portability (Article 20)

You have the right to transfer your personal data from one data controller to another only if you provided the data to the controller and the processing of the data is based on consent or a contract and carried out by automated means.

This right does not apply to processing necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the City.

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

You have the right to lodge a complaint with a supervisory authority if you consider the processing of personal data concerning you to infringe the EU General Data Protection

Regulation ((EU) 2016/679). In addition to this, you have the right to exercise other administrative and judicial remedies.

[Office of the Data Protection Ombudsman](#)

Street address: Lintulahdenkuja 4

Postal address: PO Box 800, 00531 Helsinki

Email: tietosuoja@om.fi

Switchboard: +358 29 56 66700

How can you contact us for questions related to data protection?

Contact person

Housing Services, Housing Services Manager

Email: asuntoas@hel.fi

Person in charge

Housing Services, Housing Services Manager

Contact details

City of Helsinki, Urban Environment Division, Työpajankatu 8, PO Box 58235, 00099 City of Helsinki

Contact details of the Data Protection Officer

City of Helsinki Data Protection Officer

tietosuoja@hel.fi

+358 9 310 1691 (switchboard)

This data protection notice was last updated on 16 January 2026