



Privacy Policy

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

Privacy policy for applying for Hitas homes from the Helsinki Housing Production Department

Data controller

Urban Environment Committee. The duties of the data controller have been delegated to the technical director. Decision of the Urban Environment Committee, 15 May 2018, HEL 2018-004277.

The contact details for the data controller are provided at the end of this privacy policy.

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

The purpose of processing the personal data is applying for a Hitas home, subscribing to property listings and buying a home.

Legal basis for processing:

Article 6(1)(a) of the EU General Data Protection Regulation: the data subject has given consent to the processing of their personal data for one or more specific purposes. This legal basis applies to subscribing to property listings.

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

steps before concluding an agreement at the request of the data subject. This legal basis applies to applying for and buying a home.

What personal data do we process about you?

During the application stage, we process the following personal data:

- Name, address, email address, telephone number, personal identity code, date of birth
- The person's housing preferences, details of their home application history (including any refusals), as well as information on whether they have previously owned a Hitas home and whether they have children

When you complete the sale, we process the following personal data:

- Proof of having children: the name and date of birth of one minor child, a pregnancy certificate or an adoption certificate. These must be sent via secure email for inspection before the sale is concluded. The data will be deleted immediately after inspection.
- Bank details

From where do we collect your personal data?

The personal data is collected from the data subject when they submit their housing application. Information on whether the data subject has children is collected from the data subject before the deed of sale is drawn up. A prerequisite for the completion of the sale is that the data subject provides the necessary information.

To whom do we disclose or transfer your personal data?

The personal data is disclosed, on the basis of agreements, to authorised parties such as housing company managers, RS Bank and the building contractor.

Under the Act on the Openness of Government Activities, the data may be disclosed to anyone requesting it. The data and documents are public, unless they are expressly designated as confidential by law.

The City may outsource the processing of your personal data to an external system supplier or service provider under a separate agreement. In such cases, the personal data is processed on behalf of and for the City, and for the purpose specified by the City. The City will remain the data controller of your personal data. The City and the service provider are jointly responsible for ensuring that your personal data is processed appropriately.

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

The personal data is mainly processed in systems and data repositories located within the European Union (EU) or the European Economic Area (EEA). Some of the processors of personal data, or the services they provide, are located outside the EU/EEA, which means that personal data is also transferred outside the area. Data in the systems is transferred outside the EU/EEA for example in situations where a US-based cloud service provider is able to access the data remotely from outside the area, even if the data is stored in data centres within the EU/EEA.

The personal data is transferred outside the European Union or the European Economic Area on a limited basis. Microsoft Corporation is a US-based company that is part of the EU-US Data Privacy Framework.

Personal data processing agreement for Microsoft's Professional Services:

<https://www.microsoft.com/licensing/docs/view/Licensing-Use-Rights>

For how long we retain your personal data?

Application details are retained for 12 years for those who completed a sale and for 5 years for those who did not proceed to buying a home. Deeds of sale are retained permanently.

Automated decision-making and profiling

The personal data will not be used for automated decision-making or profiling.

Your rights regarding the processing of your personal data

The data subject's rights 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 withdraw consent (Article 7) (*subscribing to property listings*)

When the legal basis for the processing of your data is consent, you have the right to withdraw your consent at any time. When requesting your consent, the City will inform you of your right to withdraw it.

Right of access to data (right of access by the data subject, Article 15)

You have the right to know what personal data is being processed about you and what data has been stored about you. The City will provide the information without undue delay and at the latest within one month of receiving the request. If necessary, the deadline may be extended by a maximum of two months if the request is exceptionally extensive and complex. If the deadline is extended, the City will notify the person requesting the information of this within one month of receiving the request, stating the reasons for the delay.

If the City refuses to carry out your request for access to data, it will inform you of this within one month of receiving the request. The City will also state the reasons for the refusal,

provided that this does not undermine the purpose of the refusal. In the same context, information will be provided on the possibility of lodging a complaint with a supervisory authority and seeking other legal remedies.

Right to rectification of data (Article 16)

You have the right to request that the City correct any inaccurate or incorrect personal data concerning you without undue delay. Furthermore, you have the right to have incomplete information completed. Whether or not the data is incomplete will be determined by taking account of the purpose of processing the personal data.

If the City does not approve your data rectification request, it will issue a written statement setting out the reasons for refusing the request. In the same context, information will be provided on the possibility of lodging a complaint with a supervisory authority and seeking other legal remedies.

Right to be forgotten (Article 17)

You have the right to request the erasure of your data in the following cases:

- You are objecting to the processing on grounds relating to your personal, specific circumstances, and there are no legitimate grounds for continuing the processing.
- Your personal data has been processed unlawfully.
- Your personal data must be erased in order to comply with a legal obligation to which the data controller is subject under Union law or the law of a Member State.
- Your personal data has been collected in connection with the provision of information society services, and the data in question relates to a minor.

If the City does not approve your data erasure request, it will issue a written statement setting out the reasons for refusing the request. In the same context, information will be provided on the possibility of lodging a complaint with a supervisory authority and seeking other legal remedies.

There is no right to the erasure of data if the processing is necessary for compliance with the City's legal obligation or related to the performance of a task carried out in the public interest or the exercise of the City's public authority.

Right to restriction of processing (Article 18)

In certain situations, you may have the right to request that the processing of your personal data be restricted until your data has been verified and corrected or supplemented in an appropriate manner. Such situations include cases where you dispute the accuracy of your data, in which case the processing of that data will be restricted while the City verifies its accuracy.

The right to transfer data from one system to another (Article 20)

You have the right to have your personal data transferred from one data controller to another only if you have provided your personal data to the data controller yourself, the processing is based on consent or an agreement and the processing is carried out by automated means.

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

Right to object (Article 21)

You have the right, at any time and on grounds relating to your particular situation, to object to the processing of your personal data when the processing is based on a legitimate interest, the performance of a task carried out in the public interest or the exercise of the City's public authority. In that case, the processing of the data may only continue if there is a compelling and legitimate reason for it that the City can demonstrate. The processing may also continue if it is necessary for the establishment, exercise or defence of legal claims.

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 believe that the processing of your personal data is in breach of the EU General Data Protection Regulation (EU) 2016/679. In addition to this, you have the right to use other administrative and legal remedies.

[Office of the Data Protection Ombudsman](#)

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How can we be contacted in matters regarding data protection?

Contact person

Housing Production Department, unit responsible for sales and project economy:
asuntomyynti@hel.fi.

Person in charge

Head of Unit, Sales & Project Economy

Contact details

City of Helsinki, Urban Environment Division, Työpajankatu 8, PO Box 58226, 00099
Helsinki

Contact details of the data protection officer

Data protection officer for the City of Helsinki

tietosuoja@hel.fi

+358 9 310 1691 (switchboard)

This privacy policy has been updated on 29 June 2026