



Privacy notice

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

Privacy Statement for Supported Housing for Special Groups

Data controller

Urban Environment Committee. The duties of the data controller have been delegated to the Director of Client Relations.

Decision of the Urban Environment Committee, 15 May 2018, HEL 2018-004277.

At the end of this privacy statement, you will find the contact details for reaching the data controller.

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

The purpose of processing personal data is to conclude the tenancy agreement, manage and monitor the tenancy, and handle rent invoicing.

The processing of personal data related to tenancy management is based on the performance of the tenancy agreement, the implementation of measures prior to entering into the agreement, or legal requirements.

Providing the necessary personal data is a condition for entering into and maintaining the contractual tenancy relationship.

Legal basis for processing:

Article 6(1)(b) of the General Data Protection Regulation (GDPR): 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.

Article 6(1)(c) of the General Data Protection Regulation (GDPR): processing is necessary for compliance with a legal obligation to which the data controller is subject.

Which personal data do we process?

The following data is processed regarding clients of social welfare services:

Applying for housing

Applicant's and co-applicant's information:

First and last name

Statement of housing need

Personal identity code

Current address

Phone number

Email

Need for support and related information

Marital status

Citizenship or EU citizenship

Type of residence permit

Support organisation

Income and asset information

Information on other persons moving into the flat, such as dependants

Bank account details

Information on the applicant's legal guardian:

First and last name

Personal identity code

Company information

Address

Phone number

Email address

From where do we collect your personal data?

Personal data is obtained from the client register of social welfare services within the City of Helsinki's Social Services, Health Care and Rescue Services Division.

To whom do we transfer or disclose your personal data?

In addition to processing carried out by the landlord, information related to rent payment or other tenancy matters may be disclosed to authorities such as social welfare services or Kela, if they are legally entitled to such information. Personal data is routinely disclosed to the City of Helsinki's Social Services, Health Care and Rescue Services Division for the provision of support services in social welfare.

Personal data may be transferred to a service provider that processes the data on behalf of the data controller and for the purpose defined by the controller. The City remains the controller of your personal data. The City and the service provider are jointly responsible for ensuring that your personal data is processed appropriately.

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

Personal data is primarily processed in systems and data repositories located within the European Union (EU) or the European Economic Area (EEA). However, some data processors or the services they provide are located outside the EU/EEA, which means that personal data may also be transferred outside these areas. For example, data may be transferred outside the EU/EEA if a U.S.-based cloud service provider has remote access to the data from outside the area, even if the data is stored in data centres within the EU/EEA.

Personal data is transferred in a limited manner outside the European Union or the European Economic Area. Microsoft Corporation is a U.S.-based company that participates in the EU-U.S. Data Privacy Framework.

Microsoft Professional Services personal data processing agreement:

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

How long do we keep your personal data?

The data is retained for 10 years after the end of the tenancy.

Automated decision-making and profiling

Personal data is not used for automated decision-making or profiling.

Rights concerning the processing of your personal data

Rights of data subjects and instructions on how to exercise them can be found from:

<https://www.hel.fi/fi/paatöksenteko-ja-hallinto/tietoa-helsingista/tietosuoja-ja-tiedonhallinta/tietosuoja/rekisteroidyn-oikeudet-ja-niiden-toteuttaminen>

Right of access, Article 15

You have the right to know what personal data is processed about you and what data is stored about you. The City of Helsinki will provide the information without undue delay, at the latest within one month of receiving the request. If necessary, this period may be extended by a maximum of two months if the request is of exceptional scope and complexity. If the time limit is extended, the city will inform the person requesting the information of this within one month of receiving the request, as well as of the reasons for the delay.

If the city refuses to carry out your request for access, it will inform you of this within one month of receiving the request. The city will also state the reasons for the refusal, unless this would jeopardize 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 demand that the city rectify imprecise and inaccurate personal data concerning you without undue delay. In addition, you have the right to supplement incomplete information. Any incompleteness of the data will be resolved by taking into account the purpose of the processing of personal data.

If the city does not accept the person's demand for rectification, it will issue a written certificate stating the reasons the demand was not accepted. The possibility of lodging a complaint with a supervisory authority and of seeking other remedies is also mentioned in connection with the certificate.

Right to erasure, right to be forgotten, Article 17

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

- You withdraw your consent on which the processing was based on and there is no other legal basis for the processing.
- You object to the processing of your data for purposes of direct marketing.
- You object to the processing on grounds relating to your particular situation and there are no overriding legitimate grounds for the processing.
- Your personal data has been unlawfully processed.
- Your personal data has to be erased for compliance with a legal obligation in Union or Member State law to which the controller is subject.
- Your personal data has been collected in relation to the offer of information society services and it concerns the personal data of a minor.

If the city does not accept your request for erasure, it will issue a written certificate stating the reasons why the request was not accepted. The possibility of lodging a complaint with a supervisory authority and of seeking other remedies is also mentioned in connection with the certificate. The right to erasure does not exist if the processing is based on compliance with the city's statutory obligation, or it is related to the performance of a task carried out in public interest or the exercise of public 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 your personal data is restricted until your data has been duly checked and corrected or supplemented. Such situations include when you deny accuracy of your data, in which case the processing of your data is restricted for the time the city checks its accuracy.

Right to data portability, Article 20

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

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

Right to object, Article 21

You have the right to object at any time on grounds relating to your personal situation to the processing of your personal data where the processing is based on the performance of a task carried out in the public interest or in the exercise of an official authority vested in the city. In this case, the data may be further processed only if there is a substantial and justified reason for the processing that can be demonstrated by the city. The processing may also continue if the processing is necessary for the establishment, exercise or defense of legal claims.

Right to withdraw consent, Article 7

When the processing of your personal data is based on consent, you have the right to withdraw your consent at any time. When the city asks you to give the city your consent, you are informed of this right at the same time.

The withdrawal of consent does not affect the lawfulness of processing done prior to the withdrawal of consent.

Right to lodge a complaint with an authority, Article 77

You have the right to lodge a complaint with the supervisory authority, in particular in the Member State of your habitual residence, place of work or place of the alleged infringement, if you consider that the processing of personal data concerning you infringes the EU General Data Protection Regulation. In Finland, this supervisory authority is the Data Protection Ombudsman. In addition, you have the right to exercise other administrative and judicial remedies.

[Office of the Data Protection Ombudsman](#)

Visiting address: Lintulahdenkuja 4

Postal address: PL 800, 00531 Helsinki

Email: tietosuoja@om.fi

Switchboard: 029 56 66700

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

Contact person

Unit Manager, Housing Services, Housing Unit 2
asuntovuokraus@hel.fi

The person responsible for the service

City of Helsinki, Urban Environment Division, Housing Unit 2 asuntovuokraus@hel.fi
Urban Environment Division, Työpajankatu 8, PL 58231, 00099 Helsingin kaupunki

Contact information of Data Protection Officer

Data Protection Officer of City of Helsinki
tietosuoja@hel.fi
09 310 1691 (switchboard)

This privacy notice has been updated on 28.8.2025