



Privacy Notice

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

Processing of Personal Data in Tenant Selection for Heka Rental Apartments

Data Controller

Urban Environment Committee. The duties of the data controller have been delegated to the Customer Director. Decision of the Urban Environment Committee, 15.5.2018, HEL 2018-004277.

The contact details can be found at the end of this privacy notice should you wish to contact the data controller.

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

The purpose of processing personal data is to carry out tenant selection for rental apartments owned by Helsingin kaupungin asunnot Oy (Heka). Helsingin kaupungin asunnot Oy (Heka) is a company owned by the City of Helsinki. Providing the necessary personal data is a prerequisite for applying for an apartment and for making the tenant selection.

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.

Processing of special categories of personal data:

Article 9(2)(a) of the EU General Data Protection Regulation: the data subject has given explicit consent to the processing of such personal data for one or more specific purposes.

What personal data do we process about you?

At the application stage:

Information about the applicant and any co-applicants:

- First and last name
- Personal identity code
- Municipality of residence
- Marital status
- Citizenship
- EU citizenship or type of residence permit
- Address
- Phone number
- Email address (optional)

Additionally, when necessary to assess the need for housing

- Information on a pregnancy certificate and the expected due date
- Information on homelessness and the date it began

Additionally, when necessary to assess the need for housing:

- First and last name
- Personal identity code
- Citizenship
- Income and assets

Income and asset information:

- Current monthly gross income (€ / month) of the applicant, spouse or partner, and other members of the household
- Primary source of income

- If the source of income is employment or studies: employer/educational institution and start date
- Value of assets

Information related to the tenant selection decision:

- First and last name (applicant and any co-applicant)
- Date of birth (applicant and any co-applicant)
- Household gross income and net assets (all persons moving into the apartment)
- Information about the offered apartment

As special category data, health-related information is processed. Health information is requested when necessary in cases where it is considered to have an impact on the need for housing.

The processing is permitted under Article 9(2)(a) of the EU General Data Protection Regulation.

Where do we collect your personal data from?

Personal data are primarily collected from the data subject themselves when applying for an apartment and when an apartment is being considered for offering to the applicant.

The information is supplemented, where necessary, with data from the Population Information System of the Digital and Population Data Services Agency, the tax authorities, and social and health authorities. In addition, information may be obtained from third-sector organisations at the applicant's request. Applicants' credit information is checked with Suomen Asiakastieto Oy.

To whom do we disclose or transfer your personal data?

Personal data are disclosed to Helsingin kaupungin asunnot Oy (Heka), the company responsible for renting the apartment, in connection with the housing offer for the purpose of signing the lease agreement.

Personal data may be transferred to a service provider or system supplier that processes the data on behalf of the data controller 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 the proper processing of your personal data. Personal data are processed in Microsoft services.

Are your personal data transferred outside the EU or EEA?

Personal data are mainly processed in systems and data storages located within the European Union (EU) or the European Economic Area (EEA). Some processors of personal data or the services they provide are located outside the EU/EEA, resulting in the transfer of personal data outside the area. Data from these systems may be transferred outside the EU/EEA, for example, in situations where a U.S.-based cloud service provider can access the data remotely from outside the area, even if the data are stored in data centers within the EU/EEA.

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

Data Processing Agreement for Personal Data in Microsoft Professional Services:

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

How long do we retain your personal data?

Applications are retained for three years from the date the tenant selection is made or from the expiry of the validity period of the housing application. A housing application is valid for three months at a time from its confirmation.

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

Automated decision-making and profiling

The preliminary classification into housing need categories is performed automatically based on the information provided in the applicant's housing application. All tenant selection decisions are made by a housing application officer. Profiling is not used for automated decision-making.

Your rights regarding the processing of your personal data

The data subject's rights and instructions for exercising 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 of access (right to obtain access to data, Article 15)

You have the right to know what personal data about you are being processed and what information has been stored. The City will provide the information without undue delay and no later than one month from the receipt of the request. This period may be extended by up to two additional months if the request is exceptionally extensive or complex. If the deadline is extended, the City will inform the requester within one month of receiving the request and state the reasons for the delay.

If the City refuses to comply with your request for access, it will inform you of the refusal no later than one month after receiving the request. The City will also state the reasons for the

refusal, unless doing so would endanger the purpose of the refusal. At the same time, you will be informed of your right to lodge a complaint with the supervisory authority and to use other legal remedies.

Right to rectification (Article 16)

You have the right to request that the City correct inaccurate or incorrect personal data concerning you without undue delay. In addition, you have the right to have incomplete information completed. Any potential incompleteness of the data is determined by taking into account the purpose of the processing of personal data.

If the City does not accept your request for rectification, it will issue a written statement specifying the reasons why the request was not accepted. At the same time, you will be informed of your right to lodge a complaint with the supervisory authority and to use 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 withdraw the consent on which the processing is based, and there is no other legal basis for the processing.
- Your personal data have been processed unlawfully.

If the City does not accept your request for erasure, it will issue a written statement specifying the reasons why the request was not accepted. At the same time, you will be informed of your right to lodge a complaint with the supervisory authority and to use other legal remedies.

The right to erasure does not apply if the processing is necessary for compliance with the City's legal obligation, 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 the restriction of the processing of your personal data while your information is being properly verified, corrected, or completed. Such situations include, for example, when you contest the accuracy of your data, in which

case the processing will be restricted for the period during which the City verifies the accuracy of the information.

Right to data portability (article 20)

You have the right to transfer your personal data from one controller to another only if you have personally provided your personal data to the controller and the processing 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 official authority vested in the City.

Right to withdraw consent (article 7)

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

Withdrawal of consent does not affect the lawfulness of processing based on consent that took place before its withdrawal.

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

You have the right to lodge a complaint with the supervisory authority if you believe that the processing of your personal data violates the EU General Data Protection Regulation (EU) 2016/679. In addition, you have the right to use other administrative appeal procedures as well as legal 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 regarding data protection-related inquiries?

Contact person

Housing services, housing unit 1, head of unit

Email: asuntoas@hel.fi

Person responsible

Housing services, housing unit 1, head of unit

Contact information

City of Helsinki, Urban environment division, Työpajankatu 8, PL 58235, 00099 Helsingin kaupunki

Contact details of the Data Protection Officer

Data protection officer of the City of Helsinki

tietosuoja@hel.fi

09 310 1691 (switchboard)

This privacy notice was updated on 3.11.2025