

Processing personal data relating to the rental of residential and business premises

Why do we collect and process personal data?

The rental of residential and business premises is part of our investments. We collect and process personal data when entering into and enforcing lease agreements as well as when carrying out any actions requested by a housing applicant or tenant prior to drawing up a lease agreement.

We only collect personal data in cases where the information is required for entering into the lease agreement.

How do we collect personal data?

Credit information aside, we collect data from the registered persons themselves and store them as such in our information systems.

What personal data do we process?

We process the following data:

- Name, personal identity code and contact details of housing applicants and tenants
- Name and contact details of the contact person for business premises applicants and tenants (if the agreement is entered into with a private entrepreneur or in the name of a company that is being established we also process the names, personal identity codes and credit information of the responsible natural persons)
- Information regarding employment and assets of housing applicants
- Credit information
- Information given by the housing applicant regarding the residential flat in question and need for accommodation
- Information about the lease agreement, rent and other costs, payment of rent and rental security deposit

How long do we store personal data for?

The periods for how long Keva stores different documents are defined in Keva's information management plan.

We store information given on housing applications as follows:

- If you enter into a lease agreement with us, we will keep your application as an attachment to the lease agreement for the duration of the agreement and for the following 10 years.
- If your application does not lead to a lease agreement and you have only applied for privately financed housing we will delete your personal data from our system within three months after your application has expired.
- If you applied for housing financed by state interest-rate subsidy, we will keep your application data for five years starting from the year that a tenant is chosen for the housing in question. The storage of data is necessary so that we can verify to the authorities, upon request, that we have made the tenant choice according to the guidelines for choosing tenants for interest subsidy rental housing.

We store the data included in the lease agreement for the duration of the agreement and for the following 10 years.

Data on contact persons for business premises tenants:

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- We store the lease agreements and personal data included in them for the duration of the agreement and for the following 10 years.

Who do we disclose data to?

We only disclose personal data for the purposes required for the leasing.

We disclose personal data given on housing applications to the person responsible for renting a flat for applications for housing outside of Espoo, Helsinki, Kauniainen or Vantaa. The contact details for the person responsible for the housing rental can be found in the rental ad for the housing in question. We manage the rental of housing located in Espoo, Helsinki, Kauniainen and Vantaa.

We disclose personal data included in the lease agreement to the house manager and key manager of the flat in question.

The contact details for the person responsible for the housing rental can be found in the rental ad for the housing in question. We will give the information of the house manager and the key manager to the tenant.

We disclose the names and contact details of the contact persons for business premises tenants to the house manager.

We disclose the personal identity codes of housing applicants, private entrepreneurs, and persons acting in the name of a company that is about to be established to Suomen Asiakastieto Oy for credit information checks.

During the tenancy, we disclose data regarding our tenants to Suomen Asiakastieto Oy for following up on changes to our tenants' information during the tenancy. During the tenancy, we may also recheck the tenant's credit information if it is necessary, for example, to plan action for rent collection.

We disclose any information needed for the collection of unpaid rent to a debt collector.

Do we transfer data outside the EU/EEA area?

We do not transfer or disclose personal data outside the EU/EEA area.

How do we protect your personal data?

We ensure a high level of data protection in our systems. System data protection and personal data protection and soundness are ensured with the help of technical and organisational measures. These measures include, amongst others, data encryption, data protection updates, data protection testing and backups.

The information given in the online housing application form is sent to Keva using the encrypted SSL protocol.

With regard to confidential information, we are under oath of discretion and every member of our staff has signed a confidentiality agreement. Contracts in hard copy and attachments thereto are kept in a locked storage area.

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Your personal data is only processed by authorized persons, and credentials for accessing our information systems are only assigned to said persons on the basis of their job duties. Our information systems require a personal username and password to log in. The sessions are logged in our system, which allows the use of the system to be monitored.

We carefully select the apartment rental services that we use, and we disclose your data to them through an area-specific application folder protected by secure log in credentials.

We only handle personal identity codes when it is necessary to do so in order to identify the person in question.

How can you check your own personal data?

You have the right to check what information we hold about you in our systems. You can also request to receive copies of any data or documents containing your personal data.

You can file a request to check your personal data via secure email by clicking on [this link](#).

How can you request to rectify, delete, restrict or object to the processing of your personal data?

You have the right to request that any incorrect data held about you in our system be rectified. You can make a request for rectification via secure email by clicking on [this link](#).

If you have not made a lease agreement with us, you can make a written request to delete the information that you have given on your housing application from our system.

When a lease agreement is in effect, your personal data cannot be deleted and the processing of your personal data cannot be restricted as the data and processing of data are required in order to enforce the lease agreement.

If we should refuse to comply with your request, you have the right to take the matter to the Office of the Data Protection Ombudsman.

Contact details for the Office of the Data Protection Ombudsman:

Office of the Data Protection Ombudsman

Postal address: P.O. Box 800, 00521 Helsinki

Telephone number: +358 29 56 66700

Email: tietosuoja@om.fi