

Information about handling personal data

Please note that if there are any mistakes in the translation, the Swedish version applies

Information to tenants and apartment seekers

Stiftelsen Chalmers Studenthem 857200-2510 is responsible for the handling of personal data. The foundation is mentioned below as Chalmers Studentbostäder, us, our and we.

How do we protect your integrity?

Handling your data is done according to the Swedish personal data law, and also following the common industry code, which is expected to gain legal force on the 25th of May, 2018. We only process personal data that is needed for our operation and maintain a good relationship between us and you as our tenant or apartment seeker. No unnecessary personal data is processed and stored. We are doing the best we can to maintain personal data as secure as possible at all times. We protect personal data from unauthorized access with both technical and organizational measures.

Which data do we have about you?

We have personal data needed for the tenancy contract, such as name, social security number, contact information, etc. In other words, the data given to us when you register in our housing queue. Besides, we also keep information if you are a member of a student union at Chalmers University of Technology or Gothenburg University. This information comes from the student unions membership lists and is needed to collect points in our housing queue. We also have information about your payments for the rent and other information needed for our economic department: payment history, account information, etc.

In our access- and booking system (Aptus) information needed for the system to operate is stored for a shorter period. Information from this system is not used in any other way. The exemption is the police asked for the access system and access history. If the police asked, we have obligated by law to give them the information.

What do we use the information for?

As you give us your data, you make it possible for us to:

- Handle your position in our housing queue
- Sign a tenancy agreement with you
- Contact you with important information about your apartment or perform a reparation or similar in your apartment
- Send you rental invoices

Do we hand out your information to others?

Our main principle is that we don't give out your information to others. It is only an authorized group that has access to our data system. Thus, access to personal data is limited. If needed to fulfill our part of an agreement, we will give out personal information for mechanics who need to contact you to do a reparation or similar.

We use third parties, such as providers of the IT-system we use to store personal data. These third parties are obligated by law to follow the Swedish personal data laws. They have also signed an agreement with us about handling personal data, which they must fulfill. According to this contract, they are only to handle personal data needed for them to maintain the IT-system. They do not have the right to use personal data for their use. No information about you is uploaded, stored or processed in any other country outside the European community.

Can your information be used for marketing?

Our main principle is not to give out your contact information, so someone can market their product or services to you. After careful consideration, an exemption can be made. The exemption can be made if the product benefits you and your apartment. One example of such an exemption is if our insurance company wants to offer our tenants beneficial insurance.

Do we store sensitive information about you?

In the commission about data protection from the EU, which applies from the 25th of May 2018, some personal data has a special protection value. We do not store any information that has a special protection value.

In exemptions, we need that type of information. This is only done if you hand us this information, and not in any other way. As you hand us this information, you give us your permission for us to use it.

As an example, you might need to give us a doctor's certificate if you need a dispensation due to medical reasons. We securely handle the doctor's certificate and only keep it until a decision has been made. As soon as the decision has been made, the certificate will be destructed under confidentiality protection. Only an authorized group of decision-makers has access to this information. In our customer register is nothing about the certificate stored or any other reasons for why you need a dispensation.

For how long is personal data stored?

Our main principle is when the contract between us and the tenant or apartment seekers is terminated, the personal information is to be deleted or anonymized. This means that we store your information from the time you register in our housing queue, during the time you are a tenant and until you are no longer in our housing queue. The exemption from the main principle is there are still uncleared dealings, such as unpaid rent.

Why don't you ask for my consent before you handle my personal information?

Our right to handle your personal information comes from the tenancy agreement. The contract cannot be made or fulfilled unless we can't access your personal information. Thus, you cannot request that your information is being deleted during the time we have a valid agreement.

Continuing with integrity work

Our work with integrity continues with risk analysis and takes further measures to, as much as possible, grant you as an apartment seeker or tenant that we can in a secure way protect your personal information. Therefore, this information will be updated.