

Appendix SiO Housing, updated 25/07 2022

Electronic signature

When you receive a housing offer from SiO Housing you can opt to sign the tenancy contract electronically. SiO Housing gives you two possibilities to do so.

You can choose to sign by Bank ID, if you have a Norwegian social security number. If you choose to sign by Bank ID, a secure PDF file is generated that includes your rental agreement, as well as information about who has signed it and the time for when it was signed. This file is saved in our housing system until you are deleted as a customer of SiO Housing.

You can also choose to sign with a system called Signicat, this solution can be used if you do not have a Norwegian social security number. If you choose to sign with Signicat, you have to upload a copy of your passport or other valid international id. The system generates a secure PDF file containing your rental agreement, copy of your id, as well as your signature and the time the agreement was signed. This file is saved in our housing system until you are deleted as a customer of SiO Housing.

Access control

We have two different electronical access systems in our accommodations. If you live in a building with an electronical access system you will be using electronical key cards. For accommodations with electronical key cards our suppliers of access control systems and security services will have access to personal data. The purpose of this is to identify the card owner and for us to be able to provide a secure and functional access control system.

In the system VisiOnline following personal data are processed: name and address. The system tracks passings in the card reader on the entrance door. The only information logged is the access card number. The reason why this is logged is to ensure that several attempts to open a door to which the card does not have access, automatically blocks the card. In addition, the system also track passings in the database for three days before being deleted. If there is an error in the system the log can be extracted to identify the error so it can be fixed.

In the system Lenel following personal data are processed: name, social security number, phone number and address. The system does not track passings.

If you want to know which access system is used on the doors you normally pass through, you can contact our customer service centre.

Caretaker and maintenance services

When you report an error in your home or when the landlord discovers that maintenance work is needed, our suppliers of caretaker and maintenance services is authorized access to your name and your contact information. This is necessary so that they can contact you if needed. Two weeks after the maintenance work is finished the supplier will no longer have access to your contact information.

Our suppliers of caretaker and maintenance services have, on behalf of SiO, the responsibility to ensure that SiO as the landlord can fulfil the responsibilities according to the Tenancy Contract § 4 and §9. In this connection, the supplier of caretaker and maintenance services has access to the tenant's contract information.

Laundry services

When using a washer or dryer in one of our laundries, we record the time when you started the washer / dryer, as well as what laundry you have used. This is for the purpose of technical maintenance and troubleshooting. Your washing card is linked to your customer number in SiO Housing, so the supplier of the laundry service cannot link the card to you as an individual.

Debt collection

The debt collection company we employ receives the following information about you: name, contact information, birth number, account number, invoice number and amount owed.

Security services

Our provider of security services has access to which tenants live at which addresses, as well as cohabitants. This is necessary in order to ensure security in our student housing and for us to be able to have a day-to-day security service who are informed of tenants living in our housing. It is also necessary for us to offer unlocking services to our tenants outside of the Customer Service Centre opening hours.

If you call our Customer Service Centre outside of opening hours, you will be directed to our supplier of security services. SiO receives a report from the supplier regarding your inquiry. In case of a security emergency, SiO will also receive an emergency report. The report may contain personal data such as name, contact information and date of birth, as well as a description of the request / emergency.

Our provider of security services is, on behalf of SiO, responsible for giving our providers of caretaker, maintenance- and cleaning services access to our accommodations. This is to ensure that SiO as the landlord can fulfil the responsibilities according to the Tenancy Contract § 4 and §9. In this connection, the supplier of security services has access to the tenant's contract information.

Internet services

If you contact us directly regarding problems with the internet services, we will sometimes have to contact the internet service provider. The internet service provider will then get information regarding your problems with the delivery, your name, address, and contact information (e-mail address and phone number).