



Information about digital locks from the municipality

If you have a personal safety alarm, the municipality will install a digital lock on your front door. The digital lock replaces physical keys and key safes. It helps home care staff enter your home safely when you need help.

This document explains what a digital lock is and what it means for you. You may keep this information and share it with family members, a guardian, or others if you wish.

What is a digital lock?

A digital lock is an electronic key system. It allows home care staff to unlock your door when they need to help you. The lock makes it possible for staff to enter your home quickly. This is important if your safety alarm goes off or if there is an emergency.

If you live in an apartment building or shared housing, digital locks may be installed on both the main entrance door and the door to your apartment.

In some cases, it is not possible to install a digital lock. In such cases, the municipality may install an electronic key safe instead.

How does the digital lock work?

When home care staff arrive, they unlock your door using their work phone. The digital key is only for your door. It cannot be copied or shared.

Only staff who are allowed by the municipality can unlock your door.

Each time staff unlock your door from the outside, this is recorded. The municipality can see who entered and when.



What if a staff member loses their phone?

If a work phone is lost or stolen, it cannot be used to unlock your door. The phone is protected with passwords, and the municipality can block access.

Is the digital lock safe?

Yes. The phone must be very close to the door to unlock it.

The lock is not connected to the internet and therefore cannot be remotely controlled or hacked from other locations.

What does this mean for you?

You use your door the same way as before. You use your normal key to go in and out. The only difference is that you use the handle on the digital lock when locking or unlocking the door from the inside.

Your privacy is protected. The municipality does not record when you go in or out. Nothing you do inside your home is recorded.

Installation

The municipality installs the digital lock on the inside of your front door.

- No new holes will be drilled in the door
- The door can be restored to its original condition
- From the outside, the door looks exactly the same
- The lock unit is of moderate size

The lock does not make your door less secure and does not affect insurance.



Cost

The digital lock is free of charge for you. The municipality pays for the lock, installation, and removal.

You must take care of the equipment. If the equipment is damaged because it is used incorrectly, you may have to pay for repairs.

Damage to your own door or lock that is not caused by the digital lock must be paid for by you.