



PROTECTING YOUR DATA – OUR TENANCY “PRIVACY NOTICE” TO YOU

Statement of Purpose

Westfield Housing needs to let you know what we are doing with the information we keep about you, as the “controller” of your personal information for the purposes of UK GDPR law.

So here is our Tenancy “Privacy Notice” to you. Please read it and, if you have any questions, contact us using the details at the end of the notice.

Introduction

You share information about yourself and your family with us so that we can provide you with the service you expect. Keeping your information safe and secure is of vital importance to us, as well as to you.

We only collect the information we need and will only use it for the purposes we say we will use it for. We will not share it with anyone other than who we tell you or we are legally obliged to share it with.

In this Privacy Notice you will find information about what information we collect from you including why we collect it and what we do with it.

Why we collect personal information

For you to rent a home from us we need some personal information about you. We obtain this information directly from you when you apply for a home. We may also request references from others.

- This is to enable us to assess your suitability to enter into a tenancy.

Once you have a tenancy, what we do with your information can be summarised as:

- Managing your rent account charges and payments, including arrears
- Managing the repairs, maintenance and adaptations of your home
- Ensuring tenancy (or contract) conditions are complied with, such as dealing with anti-social behaviour or fraud
- Assisting you to apply for benefits or get advice from us or other agencies if you would like us to do this
- Managing our relationship with you
- Improving our services to you
- Keeping our public spaces and offices safe for everyone who uses them by use of CCTV

Like all Housing Associations, when you sign up to a tenancy we also ask for personal information about your racial or ethnic origin. This is defined as “special category”, in data protection legislation. We collect this:

- to allow the Government to carry out analysis of social housing lettings.

We only provide the Government with this information on an anonymous basis, so the information cannot be linked to you individually. How this information is used is explained by the Ministry for Housing, Communities & Local Government on their web site and copied at the end of this Privacy Notice.

What information we collect

In addition to the information that you give us we will request and hold on file any references necessary to assess your application. This may include (but is not limited to), where appropriate, information from other landlords, people vouching for your suitability as a tenant, the Police, the Probation Service, support services, Social Services, and health services.

We may also collect details of any convictions, proceedings or criminal acts or allegations of anti-social behaviour

What are the legal grounds for us using your information?

The law sets out specific reasons why we are allowed to hold personal information about you, called lawful bases.

The lawful bases we use for processing ordinary personal data are:

- You have given your consent
- We are under a legal obligation
- You have a contract (your tenancy) with us.
- It is necessary in order to protect your vital interests or those of a third party
- We have a legitimate interest in improving the services we provide you with and maintaining a good relationship with you, for example by making sure that we communicate with you in a way that you are happy with.

If we want to use your information for any other purpose, such as to let other organisations contact you, we must have your explicit consent (i.e. agreement) to us using your personal information in this way. From time to time, we may ask you if we can pass your details to other agencies who may be able to help you (such as debt advice agencies or the Job Centre Plus). We will only do this if we have your consent to do so.

Special Category Personal Data includes information about race, ethnic origin, religion, health, sex life and sexual orientation.

We need to treat this information with greater care because collecting and using it is more likely to interfere with people’s rights or open someone up to discrimination.

Where we process special category data we do so because:

- You have given explicit consent to the processing of the personal data for one or more specified purposes
- It is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or the data subject in the field of social security and social protection law

- Where we or another person needs to bring or defend legal claims
- It is necessary for archiving purposes in the public interest, scientific or historical research purposes

Who we share data with and why

We only share your details to allow us to manage your tenancy and our homes. This is mainly shared with our contractors who carry out repairs or planned maintenance works. However, we only share information that is necessary for them to carry out their work. Our contractors will only use the data we provide them for the purpose we have shared it with them for. They cannot use the data for any other reason.

We currently use:

Name of company/organisation	The service they perform for us, or their function
SDM Housing Software	Housing Management & Finance IT software
System IT	IT provider/IT maintenance
Housing Online	Web design and maintenance
National Westminster Bank	Banking
Daisy Communications	Telephone (land line)
Daisy Communications	Mobiles
Fasness	Confidential waste disposal
Worldpay	Card payments or tenant portal payments
Allpay	Direct Debit Payments (via tenant portal)
Facebook*, LinkedIn*	Social media

We will never sell or distribute your personal information to any other third parties or make it public unless we have a legal obligation to do so.

*Please be aware that these organisations are data controllers in their own right and we encourage you to read their privacy notices.

Transferring personal data outside the United Kingdom

We transfer your personal data outside the UK when we use some of the companies listed above. We have procedures in place to make sure that these restricted transfers are made lawfully. To do this we use either a standard contractual data protection clause that is approved by the Information Commissioner's Office or rely on an assessment of adequacy where this is appropriate.

How long do we keep your data?

If you apply for housing, our housing waiting list is reviewed every six months. If you confirm you no longer need to remain on WHA's housing waiting list, your application will be destroyed.

If your application for a tenancy is unsuccessful we will keep your application and the reasons why it was unsuccessful for a period of twelve months.

We will hold your personal data during the period of your tenancy and for as long as you owe us money after your tenancy ends. Beyond this, we will only hold your data, other than details of your payments for a period of two years.

Details of any payments you make to us are kept for six years following the financial year in which they took place.

CCTV images are retained for the period of any investigation arising from the CCTV images, or no longer than one month.

For more information on how long we keep your personal information, Westfield Housing Association follows the National Housing Federation Data Retention Schedule 2018. A copy is available on request.

Data protection legislation gives you rights

You have rights in relation to the personal information we hold about you. These are:

- The right to be informed about the collection and use of your personal data. We do this by providing you with this privacy notice.
- The right of access. This is commonly referred to as 'subject access'. You have the right to make a request to see all the personal data that Westfield Housing Association holds about you. You can make this request verbally or in writing and we must respond within one calendar month.
- The right to rectification. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address and we will promptly record your request and amend our records if required.
- The right to erasure. This is also known as 'the right to be forgotten'. You can make this request verbally or in writing. This right only applies in certain circumstances.
- The right to restrict processing. This right only applies in certain circumstances. If we agree to restrict your personal data for one or more purposes we will store it but not use it.
- The right to data portability. This allows you to obtain and re-use your personal data for your own purposes across different services. If you would like us to transfer your personal data electronically, we will do this. It only applies to information you have given us, which we hold electronically and where Westfield Housing Association is the data controller.
- The right to object. You have the right to object to the processing of your personal data in certain circumstances. You can make an objection verbally or in writing. You have the absolute right to stop your personal data being used for direct marketing.
- Rights in relation to automated decision making and profiling. Westfield Housing Association does not use any of your personal data to make automated decisions, however we do create profiles of our tenants. You have the right to stop us doing this and can do so by contacting us in writing at the address given.
- Where we have asked for your consent to use your information for a particular purpose you have the right to withdraw that consent at any time, verbally or in writing. If this is going to affect the service that we give to you, we will tell you at the time. Withdrawal of consent does not apply retrospectively.

If we are unable to act upon your request we will explain to you the reasons for this.

Who to contact and further information

For further information on how to request your personal information and how and why we process your information, you can contact us using the details below:

By email: dataprotection@westfieldha.org.uk

By post: Data Protection, Westfield Housing Association, Minto Centre, Nilsson Drive, Workington, Cumbria. CA14 5BD

How to complain

If you are unhappy about the way we handle your personal data please let us know verbally or in writing by contacting us at the address given.

We will explain how we have processed your personal information and if we have made a mistake will tell you how we will put this right.

If you are still dissatisfied, you may report your concern to the Information Commissioner's Office (ICO) by contacting:

Wycliffe House, Water Lane, Wilmslow SK9 5AF

Tel. 0303 123 1113

or go online to <https://ico.org.uk/>