

## **Key information about your Personal Data**

### **General Needs**

#### **Summary**

The information in this document explains how and why we use your data. It has been provided to you to ensure that you understand the type of data we process to manage your tenancy and how we collect, store, use and dispose of that data.

A summary of your rights under the General Data Protection Regulation (“GDPR”) regarding your personal data is also outlined below.

In this document, “Housing for Women”, “H4W”, “we” or “our” means Housing for Women ((registered charity in England and Wales (211351), a company limited by guarantee in England (00420651)). The procedures below apply to all employees (temporary, permanent or contracted), volunteers, board members and service providers contracted to provide services that involve the processing of personal data on behalf of Housing for Women.

This document was last updated on 18<sup>th</sup> June 2021. If you have any questions regarding this document, then you can contact your Housing Officer to discuss in further detail.

#### **Data Protection Legislation**

Data protection is about how we manage and protect your personal data and how we use that information to manage your tenancy.

The laws around data protection changed on 25 May 2018. On that date, instead of the Data Protection Act 1998 (DPA), the new data protection law came into force called the General Data Protection Regulation. You will most often hear it called by its abbreviated name ‘GDPR’. It is a European law which has been adopted into UK law.

Under the GDPR, Housing for Women must make sure that you are clear about what information we hold, why we hold it, what we do with it, under what circumstances we may share it, and also how and when we dispose of it. Therefore, we are providing this to you in order to answer any questions you may have.

#### **What personal information we collect**

When you first apply and are assessed for your tenancy with us, we capture certain information about you and your circumstances as part of processing your application. This includes:

- your full name and contact details;
- physical and mental health details;
- benefits information;
- financial details;
- NI insurance number and ID proof; and
- Home Office information and immigration status.

We also ask you to provide additional information which may include:

- your gender or sexual orientation;
- race or ethnic group, religious or philosophical beliefs;
- previous accommodation details;
- family relationships or support networks;
- legal support needs;
- employment information, and any other agencies which may have assisted, or were currently assisting you at the time of sign up.

Certain types of personal information are in a special category under data protection laws, as they are considered to be more sensitive. Examples of this type of sensitive data (known as “special category data”) would be information about health, race, religious beliefs, political views, trade union membership, sex life or sexuality or genetic/biometric information.

We only collect this type of information about our tenants to the extent that there is a clear reason for us to do so, for example asking for health information for the purpose of providing appropriate facilities or support. Wherever it is practical for us to do so, we will make clear why we are collecting this type of information and what it will be used for.

After you become a tenant, we create an internal profile to include added information about your tenancy, such as:

- rent account and service charge details, including any arrears and related correspondence, repairs and other property matters;
- any complaints or complaint related correspondence;
- applications concerning transfers; and
- any correspondence relating to legal or criminal matters which may arise during the course of your tenancy.

There are two other types of data which are automatically collected as part of our housing management procedures:

### **1. Audio Calls**

Any calls made to Housing for Women Maintenance / Property Services staff or General Needs Housing Management staff may be recorded. An automated message will be given at the start of the call informing you that the call will be recorded.

The reasons for telephone call recording are to provide an exact record of the call which can:

- help identify staff training needs;
- help protect staff from abusive or nuisance calls;
- help improve staff performance;
- establish the facts in the event of a complaint either by a customer or a member of staff and so assist in resolving it;
- make sure that we are accurate in capturing the discussion which took place.

Calls are stored securely on the BT One Phone electronic portal and accessible by a secure password and login. Access is restricted to the staff concerned and line managers where necessary. They are automatically deleted after a period of one year.

### **2. CCTV recordings**

A CCTV system will be used in communal areas within our refuges such as entrances, bin stores, car parks and other internal communal areas to help monitor anti-social behaviour, crime and emergency

incidents and the dumping of rubbish. We will retain CCTV footage for no more than 30 days, unless the footage is being used to investigate an alleged crime or an incident, in which case it may be retained for up to 2 years following the conclusion of an investigation. On selected properties we use Cloudview, a secure cloud-based portal with restricted access. Footage is deleted after the 30-day retention period.

We have a legal duty to process this data and to protect the general interests and well-being of our tenants, however due to the explicit nature of CCTV data collection, you have the right to request access to CCTV footage relating to you. We will acknowledge these requests in so far as possible to ensure we are complying with applicable legislation and protecting the interests of other individuals' data. Please note that there is no facial recognition technology available within the system so we are unable to search for a particular individual or any specific characteristics.

We may be required to share CCTV data with any approved supplier who monitors the services on our behalf, with the police (following a formal request) or with other legal bodies.

## **Why we collect this information**

We need to collect and process any personal data relating to you and any dependents in order to effectively manage your tenancy. This is supported by a tenancy agreement.

As providers of this housing application / landlord service we owe a duty of care to all who occupy our properties and it is therefore a **legal duty** for us to collect and process information which may affect all occupants and any visitors. Issues of safeguarding (protecting from harm or damage) may arise. Housing for Women has a **legal duty to make safeguarding reporting** to the relevant authorities. With some statutory and voluntary bodies, we will have data sharing agreements in place to ensure your data is protected by all the parties involved.

In the cases of an emergency, we may share your personal details with emergency services such as the police or fire brigades. In these circumstances, we will only share your data as is necessary and proportionate and if it is believed that there is a serious risk to human life.

Finally, as a housing association we are regulated by the Homes and Communities Agency (HCA) and are also members of the National Federation of Housing (NHF). We have a **statutory (legal obligation) requirement to monitor and report** to them on a regular basis regarding certain aspects of our residents and properties.

## **How we store and keep your information safe**

All the personal data we collect is processed by staff in the UK. Access to the stored data on our electronic system is restricted and password protected. The information is located on servers which are based in the UK and in a secure EU cloud.

Any manual files are kept under lock and key and archived securely with our archiving supplier at the end of your tenancy and in line with our retention policy.

We have a Data Protection Policy and procedures in place to make sure that your personal data is processed safely and securely. This information can be provided on request.

## **Sharing your information with other organisations**

Sharing of data with various agencies and suppliers may be necessary for us to manage your tenancy. We share data where necessary / appropriate with the following: ALLPAY in the management of your rent payments, debt collection agencies, courts, credit reference agencies, social service and other

similar agencies, local authorities, police, Department for Work & Pensions, contractors involved in the management and repair of properties and related services to those properties such as utilities. On occasion we employ consultants to conduct surveys and suppliers, who may, from time to time, collect photographs and information regarding your views and experiences as a tenant of Housing for Women. Your consent will be obtained if these are used more widely for publications such as annual reviews, newsletters, and website publicity.

We also need to report to the agencies which regulate us. The rights you have over your data are considered at all stages during this process. Where possible, the information we gather and provide is minimised in as far as possible, or even anonymised in the instances we feel such data does not need to be disclosed. Anonymised data cannot be traced back to an individual as all identifying details are removed.

## **After my tenancy finishes what happens to my information?**

We are required by law to keep certain types of data for particular lengths of time; after this time, the information will be securely destroyed.

Paper files will be archived securely with our archiving supplier after your tenancy has ended. They will be retained for a period of up to six years after closure. If there are outstanding arrears, then any information to enable us to follow up those arrears will be retained until the account is settled. Electronic files will be destroyed after six years unless required by law to keep for longer periods. Documentation provided by other agencies will be returned to the agency or destroyed. Anything relating to criminal records will be kept for the duration of tenancy and only longer if required by the police or law.

## **Your rights as a Data Subject**

One of the main differences in GDPR is that you, the data subject, have been given more rights:

1. As a tenant of Housing for Women you have consented to Housing for Women to collect and process your personal information. We have explained how and why we process your data above. You do have a **right to withdraw consent for processing** if you feel it was not freely given or otherwise. Please bear in mind, this could affect our ability to manage your tenancy however this will be explained during the withdrawal process.

2. Under the Data Protection Act (DPA) you had the **right to ask for a copy of your personal data** by making a subject access request. The General Data Protection Regulation also gives you this right, the difference is that this now must be given to you within 30 calendar days instead of 40 calendar days, and there is no longer a £10 administration fee unless the request is repetitive or excessive in which case a reasonable fee may be charged.

3. You have the **right to request that processing of your data be restricted** (meaning that it may only be held, not processed) and may only be used for limited purposes if:

- a. it is inaccurate;
- b. it is being processed unlawfully
- c. it is no longer needed for its original purpose (unless needed, for example, legal rights purposes)
- d. it is needed for proof relating to a request for erasing data

If you ask for data to be rectified or erased or restricted and we have shared the data with any other third parties then **we must notify those parties**.

4. You have the **right to object to processing** if:

- a. it being used for direct marketing purposes (H4W does not engage in direct marketing)
- b. it is being used for purposes of scientific / historical research and statistics
- c. the processing is based on the legitimate interests of the controller / processor (e.g. H4W processing data to manage your tenancy) but you feel the processing is creating a problem for your particular situation; this also applies to processing based on the performance of a task in the public interest / exercise of official authority.

5. You have **the right to request erasure** of your data (also known as the right to be forgotten). There may be circumstances where this does not apply, however the exemptions are set out in the Regulation itself to which we will refer.

6. You have the **right to request rectification** of your data. This means that if there are any errors in the data you can request that they be corrected.

7. You have the **right to not be subject to a decision when it is based on automated processing** (H4W does not currently process any personal data in this way).

8. There is also a **right to data portability** which means that, you can receive the personal data you have provided to us in a structured, commonly used and machine readable format. Additionally, if requested, your personal data can be transmitted directly to another organisation if this is technically feasible.

## Contact us

If you wish to raise a complaint regarding how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter. Our Data Protection Officer is Susan Croft who can be contacted on 0207 501 6146 or 07973 272 502. Her email address is [susan.croft@h4w.co.uk](mailto:susan.croft@h4w.co.uk).

If you are not satisfied with our response or believe we are processing your data in a manner that is not in accordance with the law you can make a formal complaint to the Information Commissioner's Office (ICO) and ask them to review the matter. The ICO can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water lane  
Wilmslow  
Cheshire SK9 5AF

**We will continue to provide any updates on changes in data protection law as it affects your rights regarding the processing of your personal data.**