

Housing Initiatives UK Ltd
General Data Protection Regulation (GDPR)
Privacy Notice Review 2018



What is this about?

A new law called the 'General Data Protection Regulation' (GDPR) is being made that keeps your information safe – things like your address, date of birth and phone number. Housing Initiatives collect this information for all kinds of reasons, and the new law tells us exactly what we are allowed to do with it.

We collect some information about our tenants, like you. It's our job to tell you how we will collect the information, how we will record it and how we will use it.

In this notice, you will see different names and terms used that you might not be familiar with, such as:

Data Controller: This is who is in charge of the information collected – Housing Initiatives are a Data Controller.

Data Processor: This is who processes information on behalf of the Data Processor – Energy companies, banks and the local authority sometimes process data on our behalf.

Data Protection Officer (DPO): This is a person who is appointed a role to make sure we do everything the law says. Housing Initiatives do not have a DPO, please see our '*Appointing a DPO*' report for further information.

Who looks after your information?

Housing Initiatives is the Data Controller of the personal information you give us – we look at how and why your information is collected and used.

Sometimes Housing Initiatives has to give your information to other people and organisations such as government, local authorities, utility companies, and support/care providers for the purpose of ensuring our tenants have the best quality living arrangements.

We only give your information away when you say it is ok to do so. We can also give your information away when the laws says we have to. When your personal data is given to someone else they must look after it and keep it safe.

Why do we collect and use your information?

We will only collect your information when we need it to help us do our job or to follow the law. When we've collected it, here's how we use it:

- To help you maintain your tenancy
 - To enable you to access our services
 - To enable you to get the best quality of services
 - To assess the quality of our services
 - To comply with the law regarding data sharing
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What information do we collect?

The information that Housing Initiatives collects, holds and shares include the following:

- **Your Personal Information**
Things like your name and address and date of birth, national insurance.
- **Your Characteristics**
Things like where you are from, what language you speak.
- **Some of your medical information**
Things that will help us understand the support you need and to help us adapt your accommodation if necessary e.g. ramps and hand rails.
- **Sometimes we collect additional household related information**
Such things as your gas and electricity account details, council tax, bank details, your support/ care package details and anything else that could help us improve your tenancy and quality of living.
- **Photographs**
Using photographs of you counts as processing personal data. Before we take or use any photographs we will ask you to give us permission for us to take and use the photographs by signing a consent form. We might use them on social media or marketing materials.

Do you have to give us your information?

You must give us quite a lot of the information we need in order to give you the service you require. But there is some information that you can choose whether to let us have or not.

When we ask you for information that you don't have to give us, we will ask for your permission and let you know why we want it and what we will do with it. If you don't want us to have the information that's your choice.

How long will we keep your information?

We don't keep it forever, only for as long as we need it to help us do the thing we needed it for. We have a policy that tells us when we need to keep it and when we need to erase it.

Will your information be shared?

We don't share your information with anyone else without your permission, unless the law says we can or should. We may share information with:

- **The Local Authorities** – Any information relating to your benefits and or council tax
 - **The emergency services** – Anything relating to your medical information
 - **Support and Care Providers** – Anything to help your quality of living
 - **Utility Companies** – Anything related to your energy account
 - **Banks** - anything related to your finances
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What are your rights?

You have the right to:

- Be told how we use your information
- Ask to see the information we hold.
- Ask us to change information you think is wrong.
- Ask us to remove information when it's not needed anymore.
- Ask us to only use your information in certain ways.
- Tell us you don't want your information to be processed.

If the information we are collecting is information that you can choose not to give, you can tell us to stop collecting it at any time.

If your worried about how we get and use your information, you can speak to any member of Housing Initiatives, who will be able to help you and answer any questions you may have.

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If you want to speak to someone who doesn't work at Housing Initiatives, you can call the people who look after information, called the Information Commissioners Office (ICO), on 0303 123 1113.

Four important things to understand

Now you've read this, we hope you understand that:

- The law allows us to get and use your information to help us do our job.
- We may share your information with others, but only when we really need to.
- We may ask for your permission to share your information whenever you have a choice.
- You can tell us not to share your information, even when you have said yes before.