

## **PRIVACY INFORMATION NOTICE**

Homes for Wells (HFW) is committed to protecting and respecting your privacy and to processing your personal data lawfully, fairly, and transparently.

This Notice explains how we use any personal data that we hold about you. Please read it carefully to understand: our views and practices regarding your personal data and how we will treat it; our purposes for processing your personal data; retention periods for that personal data; and who it may be shared with. We call this 'privacy information'.

For the purpose of the General Data Protection Regulations 2018 (the GDPR), the HFW Data Controller is Rod Day, The Sackhouse, Jicklings Yard Wells Next the Sea Norfolk NR23 1AU. Telephone number 01328 711703. HFW is a registered society under the Cooperative and Community Benefits Act 2014 (Industrial and Provident Society, registration number 30389R.)

### **WHAT INFORMATION MAY WE COLLECT FROM YOU?**

Information you give us when you call, write, e-mail or meet with us (or respond to a survey). We may collect and use the following personal data about you:

- Information you provide by filling in forms such as tenancy application forms including information required by law to identify you.
- If you contact us to make a general enquiry, we may keep a record of that correspondence or email.
- Information about your tenancy including records of your tenancy agreement, payment of rent and any dealings that we may have with you in the course of your tenancy.
- Notes that we may record details of face to face meetings or telephone conversations

The full information we require from our tenants includes:

- Full names, address and contact details and telephone number
- Date of birth
- Basic details (name and DOB) of all household residents
- Proof of ID. This is usually a copy passport, driving licence or birth certificate

Some additional personal information may be necessary to help us resolve breach of tenancy problems, or alleged antisocial behaviour. Also, information we may collect from you may include information on disability and health if you require us to make adaptations to the property you're living in.

If you do not provide information we need, unfortunately we may not be able to provide a tenancy for you. We will do our best to make sure that your personal data is accurate

## **WHAT INFORMATION MAY COME FROM OTHERS?**

We may receive information about you from third parties including:

- Council or benefits office relating to your housing.
- Prior landlords and credit agencies when you apply for housing.
- Police, welfare or support organisations dealing with you.
- Councillors, MPs or other representatives acting on your behalf
- References from Employers

If we obtain your personal data from other sources, we will provide you with privacy information within a reasonable period of obtaining the data and within 28 days, unless we know that you have already received the privacy information

## **WHAT IS THE LEGAL BASIS FOR PROCESSING AND USING YOUR PERSONAL DATA?**

We can use your personal data because either:

By providing this information you have given consent to the processing of your personal data for the above purposes, or more usually, because processing is necessary for your contract (your tenancy agreement) with HFW, or necessary to take steps at your request to process your application. The processing is also necessary for us to comply with HFW's legal obligations

## **WHOSE PERSONAL DATA ARE WE PROCESSING?**

Mainly tenants and their families, potential tenants, other persons present in HFW accommodation, but also employees, donors, board members and shareholders. This Notice is for tenants.

What processing do we do with this information:

Processing that helps us to manage your tenancy or other contract between you and HFW. Please read your tenancy contract carefully as this is usually the legal basis for processing your information and carrying out our activities.

- Managing your account charges and payments including arrears
- Managing repairs maintenance and adaptations to properties
- Ensuring tenancy conditions are complied with, such as dealing with antisocial behaviour or fraud
- Complying with relevant legislation and regulations

## **CHILDREN'S INFORMATION**

HFW does not normally process children's information as part of a tenancy. However we record children's basic information if they are living in our properties, including names and date of birth. We may receive children's information if you are involved in the housing and tenancy aspects of a welfare case as part of a multi agency solution.

What we will not do:

We will not send you unsolicited marketing material

We will not sell or pass your personal data to 3rd parties other than as set out in this Notice unless we are allowed or required to do so by law, or we have your explicit consent

## **WHERE WE KEEP YOUR PERSONAL DATA**

The information that we collect from you will be stored in paper file form in a locked cabinet in our offices at The Sackhouse, Jicklings Yard Wells-next-the-Sea, Norfolk, NR23 1AU, on two password protected computers, on back up storage devices also fully password protected.

## **HOW WE USE YOUR PERSONAL DATA**

We use information held about you in the following ways:

To decide whether you are eligible to be granted a tenancy of one of our properties.

- To provide you with information concerning the housing services that we offer.
- To carry out our legal obligations arising from tenancy agreements entered into between you and HFW.
- To notify you about changes to our service, and things you need to know.

If we introduce new uses for your personal data which are not covered in this Notice, we will bring this new use to your attention and, if applicable, obtain your fresh consent before we start the processing.

## **RETENTION OF PERSONAL DATA**

Personal data will be retained for as long as you remain on our waiting list and for the entire period of your tenancy. It will be retained for six years after your tenancy comes to an end. If you wish to be removed from our application list before you are granted a tenancy with HFW, you can request that your personal data be deleted within 28 days.

## **DISCLOSURE OF YOUR INFORMATION**

We may disclose your personal data to third parties:

- If we sell or buy any property of which you are a tenant, in which case we may disclose your personal data to the prospective seller or buyer of such property if relevant
- If we must disclose or share your personal data in order to comply with the law, to enforce our tenancy agreements or to protect the rights, property, or safety of Homes for Wells, our tenants, or others.
- We will give your contact details to contractors to arrange repairs and maintenance to your home
- We will not disclose your personal data to anyone in any country outside the UK
- Other than as set out in this Notice, we will not share your information with any third party unless we obtain your fresh consent before doing so.

## **ACCESS TO PERSONAL DATA**

You have a right to access your personal data under GDPR rules. We must respond to your access request in providing you with details of the information we hold about you within 28 days.

You have the right to ask that your personal data is corrected.

## **COMPLAINTS**

If you have any complaints about your personal data and how it is being held please contact us in the first instance at our office address below. Please note that if you're not satisfied with the response, you have a right to complain to the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk), where you will find useful guidance on how to make your complaint.

## **CONTACT AND QUERIES**

Questions, comments and requests regarding this Privacy Information Notice are welcomed and should be addressed to the Data Controller, Homes for Wells, The Sackhouse, Jicklings Yard, Wells next the Sea Norfolk NR23 1AU. Email: [office@homesforwells.co.uk](mailto:office@homesforwells.co.uk) Telephone 0328 711703.

This Notice is regularly updated, and this version was reviewed at the Board Meeting on 17.02.2021