

## St George Housing Privacy Policy (Residents)

### Our contact details

Name: St George Housing Association (SGH)

Address: 184-124 Office 1574 High Street North, Eastham, E6 2JA

Phone Number: 01253228944

E-mail: [gdpr@stgeorgehousing.co.uk](mailto:gdpr@stgeorgehousing.co.uk)

Key Contact: Alice Agyepong (Data Protection Officer)

ICO registration number: ZB641223

### The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

### How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To process your housing application.
- To carry out background checks and right to rent checks (if offered housing by SGH)

We also receive personal information indirectly, from the following sources in the following scenarios:

- Through our partner agencies such as landlords, police, NHS, support providers, charities, and local authorities.

We use the information that you have given us in order to carry out all the necessary checks to process your housing application. And to assist us in tenancy management if we are to offer you accommodation.

We may share this information with any of our third-party partner agencies.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are

**(a) Your consent.** You are able to remove your consent at any time. You can do this by sending an email to [GDPR@stgeorgehousing.co.uk](mailto:GDPR@stgeorgehousing.co.uk)

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(e) We need it to perform a public task.**

## How we store your personal information

Your information is securely stored in our secure online Tenancy Management System.

We may keep the data we process for housing and tenancy management purposes for up to six years after the end of a tenancy agreement. We will then dispose your information by securely destroying the data by deleting all relevant files from our systems.

To view our timeframe for retaining and disposing of data click [here](#).

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.



**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisations, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact [gdpr@stgeorgehousing.co.uk](mailto:gdpr@stgeorgehousing.co.uk) if you wish to make a request.

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [gdpr@stgeorgehousing.co.uk](mailto:gdpr@stgeorgehousing.co.uk)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>