

The Waveney & Yare Housing Association Ltd

Registered Office:

Gaol Lane, Off Newgate, Beccles, Suffolk NR34 9SJ

Registered No. 15881R

Telephone No. 01502 715858

Mobile No. 07523 034244

e-mail. cosec@wyha.co.uk



General Data Protection Regulations Privacy Notice

Tenants

This notice sets out how the Waveney & Yare Housing Association handles any of your personal data which is collected in the course of carrying on its business.

The Data Controller is the Company Secretary and can be contacted at the office in; Gaol Lane, Beccles, Suffolk, NR34 9SJ.

The Association agrees that any personal information it handles will be processed in accordance with the requirements of the General Data Protection Regulations (GDPR) which comes into force on the 25th May 2018.

Legal basis for holding the data

GDPR Regulations Article 6 (b) processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract.

The contract is the tenancy agreement and the information is held in order to meet the terms of that contract.

Information collected

The information collected includes that contained within the application form, supporting documentation, and additional referencing information received.

Copy of the tenancy agreement.

All correspondence including emails.

Bank standing order forms.

Rent account and bank payments

Housing benefit where applicable.

Purpose of holding the data

The information is held in order to meet the terms of the tenancy agreement, and the Housing Association's legal obligations. It will be used to manage both the Association's properties, and its relationship with its tenants to ensure that both parties meet their obligations under the tenancy agreement.

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How the data is held

The original data is held as a paper file, along with all subsequent correspondence received. Data is also held in files on the personal computers of the Association and its back up media. Property data linked to the tenant's name only is also held on the accounting software, both on the PC and Sage's server.

Retention periods

As a tenant the data collected will be retained for the duration of the tenancy, and then confidentially destroyed within 6 months of the end of the tenancy. Bank Standing Order Forms are passed onto the relevant bank as soon as possible, and no copies of the data are retained.

Who it is shared with

The data provided will be accessible to the Company Secretary and Administrator. It will also be available for the Directors of the Association to review. Name, address and contact data will be provided to contractors as necessary. Name and address data will be provided to the local council for council tax purposes, and to the utility companies at the start of the tenancy. Where applicable rent data may also be supplied to councils for housing benefit purposes. In the event where legal proceedings may occur, relevant data may be shared with the Association's solicitors and the courts

Your rights

You have the right to know what data is being held about you, and to request details of that data.
You have the right to rectify any incorrect data held.
You have the right to have any irrelevant data deleted.
You have the right to know how that data is being used, and who it is being shared with.
You have the right to restrict the processing of the data.
You have the right to data portability.
You have the right to withdraw your consent at any time.
You have the right to complain to the Information Commissioners Office if you feel that your data is being used incorrectly in any way.

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Withdrawal of consent

You may withdraw your consent for the data to be held by contacting the Data Controller. Send your request in writing to:

The Company Secretary,
Waveney & Yare Housing Association,
Gaol Lane,
Beccles,
Suffolk,
NR34 9SJ.

Concerns

If you have any concerns regarding your personal data that have not been addressed by the Waveney & Yare Housing Association, then please contact the Information Commissioners Office at:

<https://ico.org.uk/concerns>