

## HEADROW LIMITED (Revised July 2006)

### HOUSING APPLICANT AND TENANT PRIVACY POLICY

#### INTRODUCTION

In providing a range of effective housing services Headrow Limited need to collect and keep up to date information about tenants and applicants, so that their needs are properly met.

This policy details our obligations on how we treat your personal details.

To allow us to use your personal information, we require you to give signed consent and this was requested on your housing application form. Your signature on the application form allows us to use your personal information in the way set out in this policy.

#### 2. What is personal information?

Personal information is information that relates to a living individual, and allows that individual to be identified.

Certain types of personal information is categorised as '**sensitive personal data**', this is information which relates to racial or ethnic origin, political opinions, religious beliefs, membership of a trade union, physical or mental health, sexual life, alleged or real offences and proceeds from offences.

We will only hold information that is appropriate for our requirements.

#### 3. How do we collect information?

You may provide personal information to us when communicating with us.

You may communicate with us when making or responding to a housing application, when dealing with your tenancy, when requesting repairs on your property, when making other contact in relation to yourself or your tenancy or when a member of our staff have initiated a contact with yourself in relation to yourself, your tenancy or for any other reason.

Whenever you communicate with us we may need to obtain personal details about you to enable us to perform any actions that may be required as a result of the contact.

We will only request personal information that is appropriate for our business functions, and you may refuse to provide information if you deem any requests to be inappropriate. Please note that we may not be able to carry out Headrow Limited Ltd work for you if you refuse to provide information.

We may also obtain your personal details from organisations you have dealt with, such as referral agencies/councils and past landlords.

CCTV equipment may be in use at our offices and at some of our schemes. We operate CCTV for the prevention and detection of crime and for protecting the safety of customers. Images collected will be stored in accordance with the guidelines in the CCTV Code of Practice. If requested Headrow will pass images onto the police to assist in criminal investigations.

#### **4. How do we use your personal information?**

The purposes for which we process your personal details are:

- to allow us to assess housing applications;
- to manage your tenancy;
- to conduct surveys and statistics on tenant profiles in order to improve services;
- to conduct surveys and statistics when requested by the Housing Corporation and other Housing Corporation or Government appointed agencies;
- to provide you with information about Headrow Limited Ltd or housing in general that may be of interest to you;
- to enable us to comply with our legal and regulatory obligations.

#### **5. Who may we disclose your personal details to?**

- We may have to provide information to the Housing Corporation.
- We may have to disclose personal details to debt collection agencies we use.
- We may be required by law to disclose your personal details in order to comply with applicable laws and lawful Government requests; this could include disclosing personal details to housing benefit offices and the Independent Housing Ombudsman.

#### **6. Storing your personal information**

We are committed to protecting your personal details. We have measures to ensure restricted staff access.

#### **7. Ensuring the accuracy of your personal information**

You must inform us of any changes to your personal details, we are committed to keeping accurate records. To inform us of changes please telephone our Customer Services Department. You can also contact us via email, the address is [admin@headrow.org.uk](mailto:admin@headrow.org.uk). We may ask you to notify us of your changes in writing and for documentation to be provided depending on the nature of the request.

All Headrow Limited tenants have the right under the Data Protection Act to see the information we hold about them. Please contact the Office for details on how to inspect your information held on files and computers.