

ORG 17 Tenant and Participant Privacy Policy

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Contents

	Page	
1	Policy	3
2	Purpose	3
3	What we collect	3
4	Controlling your personal information	4

1.0 Policy

- 1.1 This Tenant and Participant Privacy policy sets out how Peter Bedford HA uses and protects any information that you give to PBHA when you apply for housing or an Adult Learning, Employability or Enterprise service .
- 1.2 PBHA is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this Privacy Policy.
- 1.3 This policy complies with the General Data Protection Regulations 2016.
- 1.4 PBHA may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

2.0 Purpose

- 2.1 We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online, in writing or verbally.
- 2.2 We will comply with the 6 principles of data protection embedded in the GDPR 2016
 - Lawfulness, fairness and transparency
 - Purpose limitation
 - Data minimization
 - Accuracy
 - Storage for a limited time
 - Integrity and confidentiality
- 2.3 As the Data Controller, PBHA will be accountable and responsible for complying with the above data protection principles.

3.0 What we collect

- 3.1 We may collect the following information:
 - Name, date of birth, next of kin

- contact information including email address and phone number
- demographic information such as gender, age, disability, sexuality
- income, savings and welfare benefits data
- support needs and risk data
- interests and plans for the future
- housing, employment, education, offending, health and substance use histories.

4.0 Controlling your personal information

- 4.1 You may choose to restrict the collection or use of your personal information in the following ways:
- let us know how you want us to communicate with you – email, by phone or by letter
 - if you have previously agreed to us letting you know about services we run which may be of interest to you, you may change your mind at any time by writing to or emailing us at admin@peterbedford.org.uk or letting your named worker know.
- 4.2 We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.
- 4.3 To help us make the service work for you, we need to keep some confidential information on our files. If you are granted a tenancy your records will be stored in your tenancy file which is primarily stored electronically but can also include hardcopy files. If you are enrolling on one of our courses or accessing our adult learning services you may be asked to provide some personal information. This will be stored electronically on our adult learning database to track your learner journey, a secure online system.
- 4.4 You may request details of personal information which we hold about you under the General Data Protection Regulations 2016. If you would like a copy of the information held on you please complete a Subject Access Request. A form is available on request, or you can email admin@peterbedford.org.uk or write to us.

4.4 If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

4.5 It is also sometimes important for us to share your information with other agencies as this can be vital to give you a co-ordinated and seamless service.

We ask for your consent to share information with other agencies that may be involved with you or need to be involved with you. It also allows them to share information with us but **only when it is appropriate to do so**. This will help to prevent you from repeating the same information.

We will share your information with contractors so they can provide you with a service e.g. repairs where you consent to this.

Where your consent is required, you may withdraw this at any stage should you wish to do so.

Sometimes we can share information without your consent, for example when the sharing of information will prevent a crime or protect a child or young person, or where we have a contractual obligation (legitimate interest).

4.6 PBHA will store and transfer your information securely and safely in line with the data protection law to prevent its loss, damage or destruction.