

Data protection

Your personal
information



The Data Protection Act and privacy

Two Rivers Housing would like to explain how we hold and use your personal information and how we maintain the accuracy and privacy of your information. We aim to comply with the eight principles of good practice from the Data Protection Act 1998 and in summary these eight principles state that data must be:

1. Processed fairly and lawfully.
2. Processed for specified purposes.
3. Adequate, relevant and not excessive.
4. Accurate and up-to-date.
5. Not kept for longer than is necessary.
6. Processed in line with your rights.
7. Secure.
8. Not transferred 'overseas' without adequate protection.

Two Rivers Housing is registered with the Information Commissioners Office, ICO Registration Z9137407.

What is personal information?

Personal information is information relating to a living individual who can be identified from that information. For example your name, date of birth or e-mail address. Two Rivers Housing will only keep information about you which is relevant to the services we provide such as your telephone number so we may contact you, or your Direct Debit details so we can charge rent if you pay your rent that way.

What is sensitive personal data?

Certain types of personal information are classified as 'sensitive personal data' by the Act. This includes information about your health, ethnic origin, religion, political views, trade union membership, sexual life and alleged or real offences. We shall only collect and use sensitive personal data with your consent or where there is a legal/regulatory requirement to do so.



How do we collect information?

We ask you to complete one of our Customer Census forms when you take on a new home with us. Even if you are already a tenant with us and are simply transferring into a new home, we will ask you to complete a new form to make sure our information is up-to-date.

You might also give us information when you contact us whether in writing, by telephone, e-mail or in person. Sometimes individuals or other organisations such as referral agencies, Government bodies or past landlords will also give us some personal information relating to you. However, we only collect information that is accurate, necessary and appropriate to provide our services.

You can refuse to give us information but this may prevent us from delivering our services and meeting our obligations to you.

Keeping our records accurate

We are committed to keeping our records accurate so please contact us whenever any of your personal details change or if you believe that we have made a mistake. We may ask you to put the changes in writing to us and may also need to see any relevant supporting documents depending on the change, such as a marriage certificate. We may also contact you directly from time to time to check the information we hold is correct, complete and up-to-date.

Keeping our records secure

There are many controls in place for keeping our records secure. Most data is stored in IT systems which only allow access by specific staff and for limited purposes. Laptops and removable storage are encrypted and e-mail can be encrypted too if it contains confidential information. Security of our systems is taken seriously. All staff are trained appropriately in data protection.



What will we use the information for?

Your personal information will be used for:

- Housing and property management functions explained in your Tenancy Agreement including tailoring our services to you.
- Helping to provide those services such as contacting you by letter, telephone or e-mail. This could include passing your necessary details to our contractors in order to carry out servicing, maintenance or repair work.
- Analysis of statistical information.
- Compliance with our legal and regulatory obligations.
- Detection or prevention of crime and dealing with anti-social behaviour.
- Checking our Equality and Diversity Policy is being implemented effectively.

Who can we pass your personal information to?

We may need to pass information to other organisations, Government bodies and agencies on occasion such as our contractors or an elected representative, such as an MP or local Councillor. In addition, we may also pass information to those organisations which audit or regulate us and the services we provide.

We will never sell any of your information and do not transfer it overseas.

The information we pass to others will be the information necessary to enable them to carry out the task efficiently and effectively and those other parties must also abide by the principles of the Data Protection Act. We will not pass your information to other parties for any other purpose unless:

- You agree.
- We are required to do so by law.
- It is deemed necessary to protect us, you or another individual.

How do we use your sensitive personal data?

Collecting sensitive personal data such as ethnic origin, religion or medical and health history, can be helpful in improving our services. If you choose to provide such information to us, you consent to us using this.

Medical or health information may be used to:

- Assess your suitability and need for housing and potential adaptations.
- Help provide assistance to you in an emergency.
- Tailor our services to you, such as for a repair visit.

Your access to your sensitive and personal information

If you would like to check or update any of the information we hold about you or have any queries about your property, tenancy or rent account please contact Customer Services on 0800 316 0897 and they will try to help.

Additionally, you have the right to see a copy of any of the information Two Rivers Housing keeps about you. This is known as a Subject Access Request or SAR. If you would like to do this please contact Customer Services for more information or put your request in writing to:

Customer Service Co-ordinator
Two Rivers Housing
Rivers Meet
Cleeve Mill Lane
Newent
GL18 1DS

Please be aware that we will make a charge of £10 to go towards staff admin time to prepare the SAR information. The fee is payable in advance and once paid we will respond within 40 calendar days.

The Data Protection Act itself is quite complex, like most laws, and this leaflet attempts to explain the most significant points as they apply to our business and our tenants, how we use the information we hold and your right to privacy. The Act itself will always apply over and above this leaflet and further information can be obtained from the ICO at www.ico.org.uk .

CONTACT US

Telephone: 0800 316 0897

If you would like this leaflet in large print, Braille, on audio CD or in another language, please call us.

Website: www.tworivershousing.org.uk

Email: customerservices@2rh.org.uk



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