



Shaw healthcare: Tenant Privacy Notice

Data Controller: Daniel Parker, Income and Credit Manager

Email; Daniel.Parker@shaw.co.uk

Shaw healthcare collects and processes personal data relating its tenants and those of Baneswell Housing Association in order to discharge our duties as landlord or managing agent in connection with your tenancy agreement.

We are committed to being transparent about how we collect and use that data and how we meet our data protection obligations.

What information does the Company collect?

We collect and process a range of information about you and members of your family associated to your tenancy agreement. This includes:

- Name, address and contact details, including email address and telephone numbers, date of birth, gender and National Insurance number
- Details of your current employment and salary
- References from previous landlords
- Details of previous addresses
- Details of any disabilities that you or any person included in the tenancy may have
- Bank account details
- Details relating to relationships with any Shaw or Baneswell Housing Association employee or committee member
- Financial information including details of any rent arrears, County Court Judgements and Individual Voluntary Agreements
- Details of any benefits that you receive

We may collect this information in a variety of ways. For example, data might be collected through the Housing application form.

In some cases, we may collect personal data about you from third parties, such as references supplied by former landlords, information from the Housing Benefit department of a Local Authority or information from credit reference agencies.

Data will be stored in different formats, paper copies may be included in your Housing file, and electronic data will be held within the Housing and Property management IT systems.

Why does the Company process personal data?

We need to process data about you and members of your family associated to the tenancy to ensure that all the obligations of your tenancy agreement are being met.

In some cases, we need to process data to ensure that we are complying with our legal requirements. For example, we are required to carry out annual servicing and certification of your Gas appliances we therefore need to share a small amount of Personal Data about you with our service contractor, including name, address and telephone number.

Who has access to data?

Your information will be shared internally, the Housing and the Property team as well as the IT team will have access to the data if it is necessary for performance of their roles.

From time to time we share your data with third parties in order to fulfil our obligations as landlord or managing agent.

We may share your data with third parties that provide professional services such as Lawyers providing specialist housing law guidance, credit agencies, contractors, utility suppliers and the Local Authority Housing and benefits teams.

We will not transfer your data to countries outside the European Economic Area nor will we share your data for marketing purposes.

How does the Company protect data?

We take the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed.

Where we engage third parties to process personal data on our behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

For how long does the Company keep data?

We will hold your personal data for 7 years following the cessation of your tenancy agreement. In the event that you have made an unsuccessful application for housing we will hold your information for 1 year.

Such data will be reviewed annually to ensure out of date or irrelevant data is removed or updated.

Your rights

As a data subject, you have a number of rights. You can:

- Access and obtain a copy of your data on request;
- Require us to change incorrect or incomplete data;
- Require us to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- Object to the processing of your data where we are relying on our legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact the Data Controller - email:

Daniel.Parker@shaw.co.uk

If you believe that we have not complied with your data protection rights, you can complain to the Information Commissioner.

