



OUR COMMITMENT TO YOUR PRIVACY

Rockdale Housing Association Ltd is committed to a policy of protecting the rights of individuals with respect to the processing of their personal data and adheres to guidelines published in the Data Protection Act of 1998 and the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

Why we are collecting your data

We collect and use your personal data for a variety of reasons in order to deliver the sheltered housing service you have requested from us.

- To assess and prioritise your application
- To confirm your eligibility for housing
- To complete your tenancy sign up
- To manage your tenancy or lease
- To deliver our housing and support services
- To fulfil any legal requirements or obligations to our regulators and other authorities

The information we collect

The personal data we collect from you will include, but is not limited to, your:

- Name
- Address
- National insurance number
- Date of birth
- Telephone number
- GP contact details
- Emergency contact details

Sensitive personal data

In order to provide you with our housing and support services it may be necessary to process sensitive personal data, such as physical or mental health details. We will require your explicit consent to do this unless exceptional circumstances apply or we are required to do this by law. Any such consent will need to clearly identify what the relevant data is, why it is being processed and to whom it will be disclosed.

Cont'd overleaf.....

Accuracy and relevance

The accuracy of your information is important to us – please help us keep our records updated by informing us of any changes to your personal and contact details.

We will ensure that any personal data we process is accurate, adequate, relevant and not excessive, given the purpose for which it was obtained. We will not process personal data obtained for one purpose for any other purpose unless the individual concerned has agreed to this and provided consent,

Who will we share your information with?

Occasionally we may need to share your personal information with other organisations that we work with to meet both your housing and support requirements. There are some instances when we will share your information without first seeking consent, particularly where we are legally required to do so such as:

- Police and other relevant authorities such as DWP, in relation to prevention and detection of crime and fraud
- Utility companies and council tax departments
- Fire Service
- Support agencies
- Health services

When the information to be shared is sensitive personal data, such as health/medical details, we will always obtain your explicit consent to do so provided this does not put you or others at risk from serious harm.

Data security

When you give us information we take steps to make sure that your personal information is kept secure and safe. Rockdale staff will only have access to information that they need to know to carry out duties relevant to their role.

Your information will only be stored within the UK and EEA and data will not be transferred outside of the EEA without first discussing it with the data processing officer.

Data retention

We will only hold your personal data for as long as is necessary to provide the services we have contracted to provide to you or as required by law.

Your rights

If at any point you believe the information we process about you is incorrect you can request to see it even if we have corrected or deleted it. If you wish to raise a complaint on how we have handled your personal data, you can contact our

Data Protection Officer, who will investigate the matter. If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law, you can complain to the Information Commissioner's Office (ICO).