

MuirCroft Housing Association

Privacy Notice

(How we use your personal information)

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

We take security and data protection very seriously and strictly adhere to our obligations under the applicable data protection legislation.

Who are we?

MuirCroft Housing Association is a Registered Provider of Social Housing (registration number L1253) and a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 19876R. We are the Controller of any personal data that we collect about you.

We have appointed our Chief Executive, Helen Barber as our Data Protection Officer ("DPO"). If you have any questions about this notice or our privacy practices, please contact the DPO.

Contact Details

DPO

Email: helen@muircroft.co.uk

Muir House

Beaulieu Road

Telephone: 023 8084 9481

Dibden Purlieu

Southampton

SO45 4NY

How we collect information from you and what information we collect

We collect information about you:

- when you apply for housing with us, become a tenant, request services/ repairs, enter in to a factoring agreement with us or otherwise provide us with your personal details

- from your arrangements to make payment to us (such as bank details, payment card numbers, employment details, benefit entitlement and any other income and expenditure related information)

We collect the following information about you:

- name;
- address;
- age;
- date of birth;
- marital status;
- financial information (at application stage);
- any disabilities or relevant health information;
- telephone number;
- e-mail address;
- National Insurance Number;
- Next of Kin;
- Previous address;
- Name of GP and other support providers.

We receive the following information from third parties:

- Benefits information, including awards of Housing Benefit/ Universal Credit
- Payments made by you to us;
- Complaints or other communications regarding behaviour or other alleged breaches of the terms of your contract with us, including information obtained from the Police;
- Reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of anti-social behaviour

Why we need this information about you and how it will be used

We need your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms of our contract (tenancy agreement) with you;
- We need information concerning your health and any disabilities for the purpose of processing housing applications, to plan support, adaptations and to signpost potential tenants for care provision. This information is also required by and may be shared with our third party 'Careline' provider. Our legal basis for collecting this data

is your consent. Your consent is requested in the application form when you apply for a tenancy.

- to enable us to supply you with the services and information which you have requested;
- to enable us to respond to your repair request, housing application and complaints made;
- to analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;
- to contact you in order to send you details of any changes to our or supplies which may affect you;
- for all other purposes consistent with the proper performance of our operations and business; and
- to contact you for your views on our products and services.

Sharing of Your Information

The information you provide to us will be treated by us as confidential and will be processed only by our employees within the UK/EEA (European Economic Area). We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If we enter into a joint venture with or merge with another business entity, your information may be disclosed to our new business partners or owners;
- If we instruct repair or maintenance works, your information may be disclosed to any contractor;
- Information concerning your health (including your medical conditions, disabilities and allergies) may be shared with our third party Careline provider. This is required to enable them to carry out their services should you require medical assistance (more information about this arrangement can be provided by our DPO on request);
- If we are investigating a complaint, information may be disclosed to the Police, Local Authority departments, Hampshire Fire & Rescue Service and others involved in any complaint, whether investigating the complaint or otherwise;
- If we are updating tenancy details, your information may be disclosed to third parties (for example, utility companies or Local Authority);
- If we are investigating payments made or otherwise, your information may be disclosed to payment processors, Local Authority and the Department of Work & Pensions;

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Transfers outside the UK and Europe

Your information will only be stored within the UK and EEA.

Security

When you give us information we take steps to make sure that your personal information is kept secure and safe. Details of this is contained within the Association's Privacy Policy, which can be obtained from the office.

How long we will keep your information

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant purpose or activity for which it was collected , or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

We will generally keep your information for the following minimum periods, after which this will be destroyed if it is no longer required for the reasons it was obtained:

Type of record	Suggested retention time
Applicants for accommodation	5 years
Housing Benefits Notifications	Duration of Tenancy
Tenancy files	Duration of Tenancy
Former tenants' files (key info)	5 years
Third Party documents re care plans	Duration of Tenancy
Records re offenders. Ex-offenders (sex offender register)	Duration of Tenancy
Lease documents	5 years after lease termination
ASB case files	5 years/end of legal action
Board meetings/residents' meetings	1 year
Minute of factoring meetings	Duration of appointment

Our full retention schedule is available at our Registered Office.

Your Rights

You have the right at any time to:

- ask for a copy of the information about you held by us in our records;
- require us to correct any inaccuracies in your information;
- request us to delete any of your personal data that we hold; and
- object to receiving any marketing communications from us.

If you would like to exercise any of your rights above please contact our DPO.

You also have the right to complain to the Information Commissioner's Office (ICO) in relation to our use of your information. More details can be found here: <https://ico.org.uk/make-a-complaint/>

The accuracy of your information is important to us - we would be grateful for your help in keeping our records updated by informing us of any changes to your email address and other contact details.

Helen Barber
Chief Executive
15th April 2019