

Privacy notice: Keeping your information up to date Version: 25/7/2025

We want to make sure the information we hold about you and your home is right. This helps us deliver services that meet your needs. To do this, we regularly check and update our records. This helps fix any mistakes, missing or out-of-date details.

This work follows the UK's data protection law that says we must keep personal information accurate and up to date. The rule is known as Article 5(1)(d) of the UK General Data Protection Regulation (UK GDPR).

Why this matters

Having the right information helps us to:

- Contact you when we need to
- Respond quickly to your needs
- Make fair and well-informed decisions
- Keep you safe and supported
- Meet our legal and regulatory duties
- Treat everyone fairly and equally

How we do this

From time to time, we might contact you to check the information we have about you. This may include:

- Your contact details
- Who lives in your home
- Any support or accessibility needs

If we do contact you, we'll always tell you:

- What information we're checking
- Why we need it
- How it will be used

You don't have to reply, but if you do, it helps us give you the right services for your needs.

The legal reason we can use your data

We only use your personal information when the law allows it. That includes both basic personal data and, if relevant, sensitive data. This can include information about health or any disability.

We rely on the following reasons:

- **Contract:** We need your personal information to manage your tenancy or housing services. (Article 6(1)(b) of the UK GDPR)
- **Legal obligation:** The law says we must keep accurate records. (Article 6(1)(c) of the UK GDPR)
- **Legitimate interests:** We have a fair reason to make sure our data is correct, so we can run our services properly. We've carried out a Legitimate Interests Assessment to check this is fair and balanced. (Article 6(1)(f) of the UK GDPR)

If we use sensitive data like health or support needs, we rely on:

- **Substantial public interest:** To support fair treatment and access to services for all customers (Article 9(2)(g) and Schedule 1, Paragraph 8 of the Data Protection Act 2018)

We've also completed a Data Protection Impact Assessment to look at any risks and how to reduce them.

Using Artificial Intelligence (AI) tools

Sometimes, we use AI, smart computer tools like Microsoft Copilot, to help us spot problems or gaps in our records.

If we do:

- Your personal details are replaced with codes before processing. This is called pseudonymisation.
- We only use secure internal systems. This means your data isn't shared with any external AI providers.
- These tools highlight possible issues. They do not make decisions about you.
- A trained member of our team always reviews the results.

Our use of AI is carefully checked as part of our privacy and data protection processes.

Keeping your information safe

We take necessary steps to protect your information while doing the checks. To make sure we do this correctly, we follow Article 32 of the UK General Data Protection Regulation (UK GDPR).

This means:

- Only authorised colleagues can see your personal information and only if they need to
- Access is recorded so we can see who has looked at your personal information
- Colleague training is given regularly on data protection and confidentiality
- Names and other details are removed wherever possible before we look at data
- All processing takes place on secure internal systems, and is not shared with others.

We do not share your information with outside companies for this work, and we do not send your information outside the UK.

More information on your rights and raising a concern

- [Read our full Privacy Notice](#)
- [Visit our Privacy Notice page](#) to:
 - Raise a concern with us
 - Contact the Information Commission