

How we handle your information



Data protection law has changed

The General Data Protection Regulation came into force on 25 May 2018. We'd like to take this opportunity to outline how we handle your personal data.

Wythenshawe Community Housing Group needs to process personal data in order to deliver our services to you:

- To provide, manage and develop affordable housing
- To provide property management & property maintenance services
- In the provision and management of care and support services
- To deliver on our vision to 'create a better future for our neighbourhood'

We are committed to treating your information securely, with respect and in line with data protection law.

Recording personal information about you

Most information we hold will be collected from you but we may also obtain this from 3rd parties such as the local authority, a previous landlord or other relevant community partner. We will always tell you why we need your information and how we'll use it. We will only ask you for information that is relevant and necessary to the delivery of our services.

Information we hold about you will vary dependant on the services we provide to you. For example if we're supporting you to find work or training, it's helpful that we know about your education and previous employment history. If you need adaptations in your home or need a housing transfer, we may need to know about associated health conditions.

We may apply markers to your information (for example, in relation to access arrangements or vulnerability) to enable us to tailor and deliver services to you.

We won't keep your information longer than we need to. Our Data Retention Policy outlines how long information is kept – you can access this on our website.

Information sharing

Sometimes we need to share your information with other organisations that we work with or who provide services on our behalf. We will only share relevant details and we will ensure your information remains secure, and we will only share your details when there is a legal basis to do so.

We may need to share information in order to provide services under contract (e.g. sharing your contact details with our maintenance contractors), or where it is in our legitimate interests (e.g. telling utility companies that you've moved in and have responsibility for the bills). In these circumstances, we don't need to ask for your permission.

Examples of other organisations who we may need to share your information with include local authorities (e.g. council tax), housing benefit agencies, credit reference agencies and debt collection agencies.

We will also share information:

- To meet our legal obligations
- In connection with legal proceedings (or where we are instructed to do so by Court order)
- To protect the vital interests of an individual (in a life or death situation)

When the information we need to share is defined as 'special' (e.g. information about health matters, ethnicity, religion, sexual orientation), we will generally ask you for consent before we share unless we are required or permitted to share this by law.

Verification of identity

We might need to ask you for proof of identity where this is necessary for the delivery of our services e.g. if you get married and want to change your name. We will also carry out security checks to verify your identity when we communicate with you or your representatives on the telephone.

Ensuring your information is accurate and up-to-date

Please tell us if your information changes so we can keep it up to date. For example if you change your contact details (mobile number and email address), or if your household circumstances change (e.g. a change in household members).

Consent & promotion of our services

We will use your contact details to send you information and communicate with you about all matters associated with your tenancy, lease or other primary relationship with WCHG. We will not send you unrelated electronic 'direct marketing' unless you have agreed to this. We will never sell your details to 3rd parties for their marketing purposes. You have the right to object to direct marketing at any time, and our communications will always include clear instructions on how to 'unsubscribe'.

Your rights

You can ask for a copy of the personal information we hold about you. This is known as a Subject Access Request (SAR). You can also request information to be corrected or erased in certain circumstances. Further details outlining all of your rights in relation to your personal data are available on our website.



Contact us

You can access our full privacy notice on our website or you can ask us to send you a copy.

Web: www.wchg.org.uk/privacy-notice

E-mail: information.management@wchg.org.uk

Post: **Wythenshawe House, 8 Poundswick Lane,
Wythenshawe, Manchester M22 9TA**

Further information

The Information Commissioner (ICO) is also a source of further information about your data protection rights. The ICO is an independent official body.

**Information Commissioner's Office, Wycliffe
House, Water Lane, Wilmslow, Cheshire SK9 5AF
0303 123 1113
www.ico.org.uk**