

Guidance for Customers on Data Protection

If you need this notice in a different language, please ask

اگر آپ یہ دستاویز ترجمہ شدہ یا ترجمانی شدہ حالت میں حاصل کرنا چاہتے ہیں تو براہ کرم
اسپے ایمریا آفس سے رابطہ کریں

অনুবাহ করে আপনার এরিয়া অফিসে যোগাযোগ করুন'
'আপনার এই দস্তাবেজটির অনুবাদ প্রয়োজন হলে

'ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਜਾਂ ਵਿਅਖਿਆ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ
ਕਰਕੇ ਅਪਣੇ ਖੇਤਰ ਦੇ ਦਫ਼ਤਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ'

PERSONAL DATA

This guide is to let you know what we do with the information you give us, and how we look after it.

We need to collect and use information about you so we can carry out our work, help you and provide the service you expect. This includes personal and private information.

The Data Protection Act has rules about information which can be used to identify you and is held in IT systems or organised filing systems. It is called 'Personal Data'. At Yorkshire Housing we use every effort to comply with the rules and to keep your Personal Data safe.

- If you are waiting for a home we ask about you, your family, your finances and personal circumstances. We write to check this information every 6 months or so. If you tell us you are no longer interested in a home we will destroy your information.
- If you become a customer we collect more information so we can provide a service that meets your needs. We ask you to help us keep your information up to date.
- If you do not live in one of our homes, but we provide a service for you, we will collect the information we need to provide you with the services you have asked for.
- We aim to hold personal data securely whether it is within our IT system or our manual filing arrangements. Passwords are used to protect IT files where necessary.
- When we no longer need to use or keep your personal data we will destroy it in a secure way within a reasonable time.
- We collect and keep personal data to allow us to monitor things such as diversity; or to predict future service needs. When this information is used it will be anonymous.
- Your personal data will be available to our staff and voluntary Members when they need to see it in connection with their work. We may share your information with other organisations, for example our repair contractors, insurance brokers, primary care trusts, local authorities and other partners. This may include recovery agents if you leave your property and owe us money.
- We will only share your Personal Data where we have an agreement with the other organisation and they commit to take care of it.
- We may disclose your Personal Data to others in certain circumstances. Those who ask for information may be: other housing associations, statutory authorities, such

as the Police, HM Revenue and Customs; public utilities, such as electricity, gas. We will always ask why it is needed and use our discretion to give only what is needed.

- If you have given information to another organisation and they share it with us so that we can provide them with a service, we will treat it in the same way as if it had come to us directly.
- When we believe it is in your interests, we may use your personal data for marketing purposes by Yorkshire Housing, but we will not allow others to market services to you without telling you first.

The Data Protection Act allows you to ask for the Personal Data we hold about you. If you have a particular query, using the Act may not always provide you with what you want, and you may wish to talk to our staff first.

You have a right to use the provisions of the Act to see your Personal Data. Please ask for a form, and note that a fee of £10 is payable.

If you have any questions about data protection at Yorkshire Housing or the provisions of the Data Protection Act please contact our Data Protection Officer at:

Address:	Dysons Chambers, 12-14 Briggate, Leeds, LS1 6ER
Telephone:	0113 8256078
Email:	enquires@yorkshirehousing.co.uk
Website:	www.yorkshirehousing.co.uk

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