



Hull Churches Housing Association Ltd.

Fair Processing Notice

Your Personal Data:

Hull Churches Housing Association Ltd is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. You are being sent a copy of this privacy notice because you are or have applied to be a Tenant of Hull Churches Housing Association Ltd.

What we need

Hull Churches Housing Association will be the 'Controller' of the personal data you provide to us. As Controller we have certain obligations to keep your data safe, and we undertake to comply fully with the law to protect you.

We collect information about you:

- when you apply for housing with us, become a tenant, request services / repairs, or otherwise provide us with your personal details
- when you use our online services, whether to report any tenancy related issues, make a complaint or otherwise;
- from the usage of CCTV (Close Circuit Television) to capture images, for security or health and safety purposes;
- 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	• Gender
• Address	• Household composition
• Telephone number	• Employment details
• E-mail address	• Income
• National Insurance Number	• Housing benefit / universal credit details
• Date of birth	• Title deeds
• Next of kin	• Complaints
• References	• Anti-social behaviour
• Photo identification	• Ethnic origin
• Arrears information	• Disability
• Criminal activity	• Medical information
• Payment details	• Any permission requests

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 tenancy with us, including information obtained from Police;
- Reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of anti-social behaviour;
- Medical reports for medical adaptations and Social Work reports for applications;
- Tracing and Employment details from debt collection agencies;

We need to collect your personal data to provide you with services in line with your tenancy. We will not collect any personal data from you which we do not need to provide and oversee these services to you.



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What we do with it

We will use your personal data to interact with you and provide the service.

All the personal data we collect and process is processed by our staff in the European Union, and for the purposes of IT hosting and maintenance this information is also stored and processed within the European Union. No third parties have access to your personal data unless the law allows them to do so, or you have agreed to them having access within your tenancy.

We have a Data Protection policy in place to oversee the effective and secure processing of your personal data.

How long we keep it

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, 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 keep the personal information you provide whilst you are a tenant and we will also retain your personal information even after the end of your tenancy if this is necessary to comply with our legal obligations, meet regulatory requirements, resolve disputes, maintain security, prevent fraud or to enforce any outstanding debts owed to us.

A copy of our Data Retention policy which details the retention periods for tenant information is available upon request.

What we would also like to do with it

We will use your data to analyse and develop the operations of our services, systems and equipment. We may also use your data to provide you with information about the services we offer.

What are your rights?

You have a right to:

- Be informed what we do with your data
- See what data we hold on you
- Correct your data if inaccurate
- Erase your data in certain circumstances
- Restrict processing of your data
- Have your data sent to another party at your request
- Object to our processing
- Be informed of any automated decision making and profiling we might use
- Seek damages if we fail to keep safe your data

If at any point you believe the information we process on you is incorrect you may request to see this information and even have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact us at Hull Churches Housing Association Ltd, 31 Beverley Road, Hull HU3 1XH or e-mail: info@hullchurcheshousing.org.uk and mark your letter or e-mail "Data Protection Complaint"

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). Telephone Helpline 0303 123 1113.