



Data Protection

A Guide To Your Rights

Beechdale Community Housing Association

BCHA is directly controlled by its tenants

Data Protection

We hold information about you such as details of you and your family and sometimes about your health or your personal circumstances. The Data Protection law gives you rights relating to any information we hold about you and we must use this information properly in a way you understand.

This leaflet tells you why we hold and process data about you, what we do with the data, who sees your data and how you can find out what information we hold about you.

In this leaflet we use terms which have special meanings under the Data Protection law. The main terms and their explanations are given below.

Personal Data – this means...

Information relating to an identifiable individual. This information can be held on computer or in the paper filing system.

Sensitive personal data - this means...

Information relating to an identifiable individual which relates to what may be sensitive matters such as a medical condition.

Processing – this means...

Obtaining, holding, disclosing or deleting information

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Why do we hold and process your personal data?

The main reasons for us processing your personal data are listed below:

- Housing management, which may also include meeting your health and/or support needs
- Rent collection and housing benefit
- Repair and maintenance of your home
- Equal opportunity monitoring
- Prevention of crime and crime reduction
- Research
- Meeting the requirements of our regulator or other statutory bodies

This is not an exhaustive list

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Sensitive personal data is normally only held if you or someone authorised by you, for example someone living with you, or your doctor or social worker, has given us the data. We hold and process this data in connection with meeting your housing needs if, for instance, you wish to move home or have adaptations made to your home.

Processing is also permitted by Data Protection legislation without our obtaining your consent. Examples where we may process your data are for ethnic monitoring and for medical purposes.

We have notified the Information Commissioner in detail of the purposes for which we use data and what we do with the data. This leaflet provides basic guidance on your rights under the Act. If you need advice or more guidance about data protection you should contact the Citizens Advice Bureau or the Office of the Information Commissioner.

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Useful contacts.

Website:

www.dataprotection.gov.uk

Information Commissioners Information Line

01625 545745 or 08456 306060

Address:

**Office of the Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF**

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What do we do with personal data?

We are known as a data controller. What we do with data depends on your circumstances and needs and of those living with you. It is not possible to list precisely what we do with data but we can only use it for purposes we have set out in advance. We have to comply with principles designed to protect the individuals on whom we hold data. The principles include the requirement that personal data:

- Must be processed fairly and lawfully and only for specified purposes;
- Must only be disclosed in appropriate circumstances;
- Must be accurate, relevant and not excessive;
- Must not be kept longer than necessary
- Must be protected against accidental loss and unauthorised use or other processing.

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Who can see data held by us?

Personal Data

Generally only our staff can see personal data. However there are some circumstances where we disclose information to others, for example our contractors, our legal advisers, other social landlords, local authorities, government departments and the police.

We would not disclose data for purposes other than those mentioned overleaf. When we do disclose data we do our best to ensure it is kept secure and used properly.

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Sensitive personal data

Sensitive personal data is normally seen only by our staff. However there may be circumstances where it is disclosed to others. Generally sensitive personal data will be disclosed only with your knowledge and your consent, for example:

- where we are confirming information with a doctor or social worker

We may also disclose sensitive personal data where processing such data is permitted by data protection legislation without our obtaining your consent.

What information do we hold on you and how can you find out?

Most of the information we hold is fairly obvious and generally in most cases we hold it because you or others living with you have given it to us. Under Data Protection legislation you have a right of access to personal data. There are certain exceptions to this right. For example, we may not be required to give you access to personal data if this involves giving you information about another individual. If you find any information that is wrong you should tell us and we will either correct it, delete it, or put a note on the file. A full copy of our Data Protection policy is available from our office.

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What if I have a complaint?

If you are not happy with a decision in response to a request, you may complain through our complaints procedure. Copies are available from our reception, or by telephoning us on

01922 648252 or

by visiting our website at

www.beechdaleha.org.uk

If you are still not happy with the outcome, you can contact the Data Information Commissioner whose address can be found in the leaflet under useful contacts.

If you want to see your information, please complete the information request form. We will need to check your identity. There is a small fee of £10 and you can expect to receive your information within 40 days of us receiving the request.

Data Protection Act 1998
Access to Information Application Form

In order for us to reply to your request please complete the details and return the completed form to us with proof of identity for example, a new driving licence (including photograph), a passport or birth certificate.

Name	
Address	
Telephone Number	
Date of Birth	
Are you the data subject?	
Are you:	
A joint tenant?	<input type="checkbox"/>
A joint applicant?	<input type="checkbox"/>
BCHA employee?	<input type="checkbox"/>
BCHA board member?	<input type="checkbox"/>
Name of joint tenant	
Please give a general description of the information you want	
Please provide dates relating to the information you want	(please tick appropriate box)
Do you require information held on computer, manual files or both?	Manual files only <input type="checkbox"/>
	Computer <input type="checkbox"/>
	Manual files & Computer <input type="checkbox"/>

Declaration

BCHA may not be able to meet your request or provide a copy of the information in certain circumstances, for example if it would involve a 'disproportionate' effort or if the law prevents us from doing so.

Declaration

I/We confirm that I/we understand the above and I am/ we are the data subject/s.

Signed.....

Date.....

Signed.....

Date.....

If you require any help in understanding this information or you need an interpreter to read it to you please ask someone to contact at BCHA on your behalf.

If you require this information in

LARGE PRINT or audio tape

please contact BCHA in

01922 648252



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