

# eldon housing

## *PRIVACY STATEMENT*

Eldon Housing Association is registered with the Information Commissioner's Office as a Data Controller under the General Data Protection Regulations 2018 and is committed to protecting and respecting your privacy.

This Privacy Statement explains what personal information we hold about you and how we use the personal information we collect about you.

### *WHAT PERSONAL INFORMATION (DATA) DO WE COLLECT AND WHY?*

Eldon Housing Association collects information on its employees, housing applicants and tenants in order to operate as a registered provider of housing and a Domiciliary Care Agency.

We receive information via:

- Telephone/e-mail applications
- Housing Application Forms
- Local Authority housing nominations
- Requests for our care services (Care Plans)
- Agencies such as Housing Benefit, Department of Work & Pensions
- Employment Application Forms
- Employment References

We collect and hold the following personal data:-

- Full name and the names of all adults living in your household (tenants)
- Date of birth (Employees / Sheltered Housing tenants only)
- Contact details such as phone numbers & e-mails addresses
- Contact details of next of kin (Sheltered Housing tenants only)
- Gender
- Ethnicity
- Religion or other beliefs (Sheltered Housing tenants only)
- Medical history (Employees / Sheltered Housing tenants only)
- Medication Requirements (Sheltered Housing tenants in receipt of care only)
- Records of financial transactions such as rent & service charge payments
- Emergency contact details (Employees)

The collecting of the above information enables the Association to provide housing, welfare and support to all of its tenants and care services to its sheltered housing tenants.

We do not record telephone calls and no personal data is obtained when visiting our website. Employee and Tenant surveys are completed anonymously.

## **CONSENT TO HOLD/PROCESS PERSONAL DATA**

All of our tenants are asked to sign a Data Protection Consent Form which details the type of personal information the Association holds and who we may be required to share this information with.

We will only ask for personal information which is necessary to enable us to deliver our housing and care services. You have the right to refuse to provide this information but you should be aware that this may affect our ability to provide you with the services you require and could prevent you gaining access to housing related benefits that you are entitled to

Some information we can legitimately hold without obtaining your consent such as information required to carry out our role as social landlord, where we have a legal obligation to process information and where it is necessary to protect the Health & Safety of a tenant or other person.

With regard to Employees the Association holds personal data that is required for the performance of the employment contract and in compliance with its legal obligations. Specific consent will be obtained to hold any personal data required outside of the legal requirements.

## **HOW WE MANAGE, USE & PROTECT YOUR PERSONAL INFORMATION**

We will manage your personal information in accordance with the General Data Protection Regulations 2018.

We will ensure your personal information is kept up to date and is not excessive and not kept any longer than necessary. Data will be retained throughout your tenancy/term of employment and for a set period afterwards to ensure the Association meets its legal obligations.

We will use your personal information to contact you by your preferred means, make salary and expenses payments (Employees/Board Members), provide specific care services (sheltered housing tenants), provide welfare and support services (tenants)

We are committed to ensuring your personal data is up to date and relevant and would ask you to advise us if there are any changes in your personal details.

To ensure confidentiality you may be asked a security question to confirm your identity when contacting our Head Office. We will never discuss your personal information with anyone other than you, unless you have given us prior permission.

We will take every reasonable precaution to protect your personal information which will be kept securely in locked cabinets and password protected computer data files and access to this information will be limited to authorised members of staff only. Archived files are stored in a secure warehouse and destroyed using a specialist shredding contractor.

## CCTV

CCTV equipment is only used at our premises for security purposes only and the data obtained is overwritten with new recordings every 4 weeks.

## HOW WE SHARE YOUR PERSONAL INFORMATION

Authorised members of Eldon Housing Association staff will have access to your personal information. In addition from time to time we are required to share your information:-

- To comply with the law
- As a result of Court proceedings concerning your tenancy
- Where there is a Health & Safety risk to you or members of the public
- Your name and address to contractors working for the Association in order to complete planned maintenance works or repairs.
- To Local Authorities to confirm occupancy in respect of Council Tax
- To utility providers to confirm occupancy

## YOUR RIGHTS

### Right to Information

You have the right to ask what personal information we hold about you and to request a copy of this information through a Subject Access Request.

These requests must be made in writing and the Association has one calendar month to provide you with this information.

### Right to be Forgotten

You have the right to ask us to delete personal information that we hold where the information is no longer necessary, you are withdrawing consent or where you object to the Association processing information that there is no legitimate reason for continuing.

The Association can refuse to remove information where we have an overriding legitimate interest for continuing the processing of your personal information.

You can make a request to be forgotten to your House Manager, the Welfare & Support Officer or the Company Secretary who will pass the request to the relevant team leader i.e. Tenant Services Team, Finance Team, HR Team etc.

### Withdrawal of Consent

You have the right to withdraw your consent to the Association processing your personal information at any time.

You can withdraw your consent by informing your House Manager, the Welfare & Support Officer or the Company Secretary who will pass the request to the relevant team leader i.e. Tenant Services Team, Finance Team, HR Team etc.

The Association can refuse if we have an overriding legitimate reason to process your personal information.

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