



Privacy Notice WFHA

WFHA is a Registered Social Landlord and is registered with the Information Commissioner's Office as a Data Controller under the General Data Protection Regulations 2018.

This privacy notice explains what personal information we hold about you and how we use any personal information we collect about you when you use any of our services.

What information do we collect about you?

We hold personal data such as your household's names, dates of birth, contact details and or requests for information as well as sensitive personal data such as gender; ethnicity; religion or other beliefs, sexual orientation, and Physical/mental health conditions.

We collect information about you when:

- A referral is made from a third party
- A referral is made from an Internal source at WFHA
- You provide feedback or make a complaint
- You make an application for employment, and or become a member of staff
- You make an application, and or become a member of the Tenant Scrutiny Panel or Board Member

Telephone calls made to us are recorded and are used to coach staff and improve the services that we provide to you.

From time to time we may also be provided with personal, and or personal sensitive information about you from other agencies such as the Housing Benefit, Social Care from the Local Authority, The Department of Work and Pensions, Police, NHS, Community/Voluntary agencies, and Support groups.

How will we use the information about you?

We use your personal information to:

- Enable us to communicate with you to provide appropriate services which meet your support need.

- Ensure that we meet all our legal and statutory duties such as those which apply under the Equality Act 2010.
- Help with crime prevention and the prosecution of offenders.
- To protect individuals from harm.
- Provide you with welfare services including advice and appropriate support.
- Enable us to carry out research to provide anonymised information, and statistics to help improve our services and direct funds into the most appropriate areas.

Sharing your information

We may sometimes need to share the personal information we process with other organisations where it is necessary to ensure that you receive targeted areas to meet your support need. This can where we need to ensure that you are being paid the correct amount of benefit entitlement such as with the DWP, Housing Benefit or Council Tax Department where we are legally required to do so. We may also need to share it with Community Alarm service providers and Emergency Services. Where this is necessary, we are required to comply with all aspects of the General Data Protection Regulation (GDPR).

Transferring information overseas

We do not transfer any personal information outside of the European Economic Area (EEA) unless legally obligated to do so.

How long do we store information?

Any information we collect is stored using guidance issued by the National Housing Federation. Full details of this are included in our Retention Policy and is available on request.

Your rights to access data

Any requests for information must be made in writing and must include proof of your identity. Generally, you will not be charged for this information. However, if we consider that your request is unfounded, asking for too much information or it is information we have previously provided then we may charge a reasonable administration fee for this or we may refuse your request. If we refuse, we will advise you of our reasons within one month of receiving your request. You have the right to appeal to the Information Commissioner's Office or to seek a judicial remedy.

GDPR Consent

You have the right to withdraw consent for the use of your information at any time. However, this may affect the service that we are able to provide you with. For example, we need to have access to information you provide to gain access for specific applications in relation to your support need.

If you believe that the information we hold on you is incorrect then you should notify us and we will arrange to have the information corrected within one month of you telling us. We will also tell anyone else to whom we have provided this information.

You also have a right to a copy of the information we hold about you. This is an individual right and so we cannot process joint requests. They have to be treated separately. We will provide this within one month of receiving your request.

What we would also like to do with the data

We may wish to contact you to take part in some independent research or to provide you with specific advice around future services. You have the right to stop us, or third parties we have asked to carry out surveys, from contacting you for research purposes. If you no longer wish to be contacted for research purposes, please contact the association.

How to contact us

Please contact us if you have any questions about this privacy notice or information we hold about you:

By email: info@wfha.org.uk

By letter: Data Controller, Energy Centre, 31 Church Hill, Walthamstow, London, E17 3RY

By Telephone: 020 8524 6987

Contact details of Data Protection Officer

Name: Michael Pughsley

Job Title: Director of Housing

Email: MichaelP@wfha.org.uk