



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 records of any transactions such as payments or requests for information as well as sensitive personal data such as gender; ethnicity; religion or other beliefs, sexual orientation, and medical history.

We collect information about you when:-

- We receive a nomination from a Local Authority or referring partner or when you fill in an application form for housing and request one of our properties;
- You select an offer of one of our properties;
- You request any of our services such as a repair or support service;
- You voluntarily complete our customer surveys;
- You provide feedback or make a complaint;
- You make an application for employment and become a member of staff;
- You make an application and become a member of the tenant Scrutiny Panel or Board member;

We also process personal information using CCTV systems and we monitor and collect visual images for:

- Security reasons
- The prevention and detection of crime; and
- Staff safety and monitoring purposes.

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 information about you from other agencies such as the housing benefit and social services department in the Local Authority, the Department of Work and Pensions the Police or the NHS.

How will we use the information about you?

We use your personal information to:

- Enable us to provide you with accommodation and to communicate with you in order to provide services which meet your needs.
- 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
- Carry out research and to provide anonymised information to help improve our services and direct funds to the most appropriate areas
- Assess your suitability for a job vacancy or to assess your suitability to become a Board member

Sharing your information

We may sometimes need to share the personal information we process with other organisations where it is necessary to fulfil a contract such as installing new windows, or where we need to ensure that you are being paid the correct amount of benefit entitlement such as with the DWP or housing benefits department, to provide you with a maintenance service, or 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).

We may also share your information with third parties in order to carry out a tenant survey.

Transferring information overseas

We do not transfer any personal information outside of the European Economic Area.

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 also include proof of your identity. 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 process your housing application and in order to ensure our compliance with the allocations and lettings policy. We will need it to ensure that we provide you with a property that is suitable for your needs and to provide you with a maintenance service.

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. If you have consented to receive marketing, you may opt out at a later date.

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: Head of Asset Management and Development

Email: michaelp@wfha.org.uk