



United Communities'

Privacy notice - Tenants

1. Summary

To provide you with effective services, United Communities ("UC") obtain, process and store personal information about you, as a tenant/s. UC will use the personal information collected by and submitted to UC for the purposes of providing homes and services within local communities throughout the Bristol and the surrounding areas. This may include sensitive information about you, for example in relation to health conditions or criminal convictions.

We are a Registered Social Landlord (RSL) and are regulated by the Regulator of Social Housing (RSH).

UC securely retains personal information so that it can deliver those associated with the services they require, and to maintain a record of those services. We also need to collect, process and keep data in relation to our statutory duties.

Your information will only be disclosed to other parties to assist UC to carry out and provide services as a landlord and will be shared only under strict conditions ensuring the privacy and security of your information. Once these services have been delivered, your information will be retained for a specified period to enable any further related services to be delivered to you or to allow us to manage continued services.

2. About United Communities and contacting us

UC is the organisation that makes decisions about your personal data. UC's office is located at Eden House, Eastgate Office Park, Bristol, BS5 6XX.

The UC **Data Protection Officer** can be contacted on dataprotection@unitedcommunities.org.uk.

Statement of intent

UC is committed to fulfilling its obligations under the data protection legislation and individuals are assured that UC will treat personal data with all due care.

The processing within the organisation will be fair and lawful and individuals will not be misled to the uses of their data.



3. What information we collect about you

When you're one of our customers, UC will collect, hold and use information which relates to you. The information may also be about your family, such as details of your next of kin and about people who live with you, including children.

The list below gives you an idea of the type of information relating to you. This is not a complete list as this will depend on your needs and the services we provide to you. If you have any questions on the data we are collecting you can contact our Data Protection Officer on dataprotection@unitedcommunities.org.uk.

We process;

- Details about you and your children, including name, contact details, national insurance number, date of birth, address, identification documents provided to us and employment details.
- Details about your home, household, your housing needs and tenancy agreement.
- Rent and service charge information, including details of any arrears.
- Financial information, including any credit checks, income details, bank details, housing benefit information and any guarantor/trustee/deputee details.
- References received about you (e.g. from your previous landlord).
- Emergency contact details, next of kin and any advocate.
- Information about any accidents or incidents which involve you or your home.
- Information about any complaints made by you or which relate to you or your property.

We also collect, hold and use information which is **sensitive**. This may be about you, your next of kin, partner/ spouse, or children who live with you.

This information can include:

- Medical information
- Physical and/or mental health needs (including details of any disabilities and medication).
- Equality and diversity information including, racial or ethnic origin, religious beliefs, political opinions and sexual orientation.

4. How we collect this information

You may provide the information to us at different times, in different ways. This could be when you apply for housing, when you enter into a tenancy or tenancy support agreement with us or when you agree a support plan.



In other cases, information is provided to us by a third party. This could include organisations who work on our behalf, such as a managing agent or contractor and other organisation's and bodies we work with such as the Department for Work and Pensions (DWP) your care and support provider, Local Authority departments, the police and voluntary agencies such as the Citizen's Advice Bureau. We may also receive information from a previous landlord, your bank, a family member or advocate.

5. How we use your Information

We use the information about you and the people who live with you (including any sensitive information) for several reasons. We have listed these below to give you an idea of what this includes, but this does not describe all the ways in which we use your information as this will depend on your needs and the services we provide to you. If you do not provide us with all the information we have requested, we may be unable to provide you with relevant services, or continue to consider your request or application for housing. You can find information about the lawful conditions for processing that we rely on to collect and hold your information at www.ico.org.uk.

- Allocate homes
- Manage our tenancies (including collecting rent and other charges)
- Provide key services including repairs, home ownership, ongoing support, and benefit advice
- To make financial arrangements related to your home, such as to enable automatic rent payment through direct debit or housing benefit payments, set up your council tax payments or deal with any mortgage arrangements.
- To set up arrangements relating to your home, such as informing the Local Authority departments of your tenancy arrangements for council tax and housing benefit purposes.
- To help other people or companies to provide services or utilities to your home or to contact you. This may include where they need to contact you when you first move in to set up payments or about any unpaid bills while you live at your home and/or after you leave your home.
- To investigate and address complaints, accidents or incidents and prevent reoccurrences.
- To provide information to our staff to enable them to provide services to you to meet your needs and to train and protect them where necessary.
- To act in someone's best interests such as where we have concerns about a person's health or welfare and may need to involve agencies such as Social Services or the police.
- To ensure fair and equal access for all to our services.
- To help us compile information so that we can plan and improve the services we provide and personalise our customer services and meet our tenants' needs.
- To provide care/support services to you or work alongside other organisations who provide care/support to you and to deal with any issues arising about your care/support services.



- To meet any legal and regulatory requirements and show that we are meeting our obligations as your landlord (including allowing access to information when we are audited).
- To help us put together statistics to give to our regulator or other government organisations.
- To provide information to you about UC, including our newsletter.
- To provide references to third parties where we are asked to (such as to a new landlord).
- Prevent and detect crime and promoting safety

6. Who we share your Information with

Sometimes when we use the information in the ways described above, we may need to share the information about you and the people you live with (including sensitive information) with other people. We only share information where it is appropriate and permitted by law to do so, such as:

- Companies which provide services or utilities to your home (such as the gas, electric or water board) and the relevant Council Tax Department. This may be while you are living at your home or after you leave your home and may include providing a copy of your tenancy agreement when you move in and providing a forwarding address when you leave. This information may be provided to enable the company to set up your payment arrangements and/or to pursue any unpaid bills.
- People who provide services on our behalf, such as a managing agents and contractors carrying out repairs.
- A credit checking agency, your bank and mortgage company or other financial institutions and (where necessary) a debt collection and/or tracing agency and your employer.
- The Housing Benefit department and other Government departments which provide funding for your housing or care/support services. In particular, we may be legally required to give information about any changes in your financial circumstances to the Housing Benefit department.
- Resident representatives and board members involved in our complaints process.
- A doctor, hospital, paramedic or health worker where you require medical attention and are unable to provide the information yourself.
- Your next of kin or other people acting on your behalf in an emergency and a member of another social group, where you have requested this.
- People or agencies who provide services to you or who work with us to provide services to you, such as your care/support provider.
- The bodies involved with your care/support such as the relevant Local Authority departments or Social Services.
- Our regulator or other bodies which look at how we provide services as your landlord and other people where we are legally required to provide information to them.
- Our legal advisors, the courts and the police. This may include information about antisocial behaviour, which we may also share via a joint website accessed by landlords, the police, Social Services and other bodies with the aim of reducing anti-social behaviour.



- Relevant Local Authority departments (including housing benefit, council tax, elections, adult services etc.).
- To relevant people and authorities such as the police, adult and child protection and social services. This may include sharing information when we have concerns about a person's health or welfare or where there are investigations being carried out, such as sharing information in a case conference with such bodies and other parties involved (such as teachers, nurses, etc.) or where we have concerns about possible criminal activity.
- Companies who process information on our behalf such as an external mailing company (who send out our newsletter) or providers of our information technology services or software.
- To another landlord or housing association where you are looking to move or exchange your property (e.g. where they request your details and/or a reference from us).

We always ensure that any information shared is appropriate, relevant and no more than is necessary and that there are appropriate safeguards in place to protect your information.

7. Children's information

UC does not normally process children's information as part of a tenancy, as all tenants are adults. However, we record children's basic information if they are residents in one of our properties, including their name and date of birth. This is required for checking the property is not overcrowded and to assess other tenancy management issues where all householders and ages are required to be known.

We may receive children's information if we are involved in the housing and tenancy aspects of a welfare case as part of a multi-agency working solution.

8. How long we keep your Information

We will try to regularly check your information to make sure it is still up to date. If you think we need to update any of the information we hold please let us know. We will keep your information for 6 years after the end of your tenancy agreement unless we have a statutory or other requirement to keep it for longer.

9. Your rights

You have several rights under data protection legislation which are detailed below. If you would like to exercise any of these rights, please email us on. dataprotection@unitedcommunities.org.uk or write to;

United Communities
Eden House
Eastgate Office Park
Bristol
BS5 6XX



Right to be informed

You have the right to be informed about how we are using your data. If you think we are doing something with your information that we have not told you about in this Privacy Notice, please let us know.

Right of access

You have right to request a copy of the information that we hold about you.

Right of objection, rectification, erasure and restriction

If you think that the information that we hold about you is inaccurate or incomplete, you have a right to request that it be rectified.

If you think that we are holding information about you without a compelling reason or legal justification for doing so, you have a right to request that it be removed completely from our records , or that processing is restricted. Please note where we have a legal justification for keeping the record, we are not required to remove it.

Right to data portability

You have the right to request a copy of some your data in a structured, commonly used and machine readable format. You also have the right to request that this information is transferred directly to another organisation, but only where that is technically feasible.

Right to lodge a complaint with a supervisory authority

If you are not satisfied with the way that we have dealt with your personal data, please let us know and we will try and resolve your concerns. If you are still not satisfied with the outcome, you can refer your concerns directly to the regulator at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number. Or online at: <https://ico.org.uk/>

10. Protecting your personal data

We take security very seriously and store data confidentially in electronic systems and secure paper files. We will take every step necessary to keep your information safe while we hold it and when we do not need it any more we will securely destroy it.



11. How we will communicate with you

UC needs to communicate with our customers and this will usually be in writing or by telephone, but is more commonly becoming electronic and paperless. We are moving many of our services on-line as this is usually more convenient for you and more efficient for us. Our secure on-line tenant service is called 'My Tenancy'.

If you use the 'My Tenancy' service it is important that you keep your password secure and do not share your 'My Tenancy' details with any other person. The privacy of your information, as with any on-line service, depends on you keeping your account username and password details to yourself, as well as setting a suitably complex password that cannot be guessed or calculated. In the case of a joint tenancy both parties have their own 'My Tenancy'. If you need any further information on 'My Tenancy' including how to access the portal, please contact the office.

Our tenants receive our e-newsletter with information about what is going on within the organisation. We are required by our regulator to keep our tenants informed and to offer opportunities for involvement, but you may opt-out of receiving this by contacting info@unitedcommunities.org.uk.

We will only discuss or communicate your tenancy or lease details with those named on the agreement or those authorised (temporarily or permanently) by you. You can authorise someone temporarily verbally over the phone or permanently in writing.