

get move-in

about the information
we hold about you



Data Protection - what this means to you

The Data Protection Act, which was introduced in 1998, enhances your rights in respect of information held by organisations about you.

Western Challenge takes the privacy and confidentiality of its residents seriously.

This guide sets out the ways in which we handle information about you and your rights.

When do we receive information from you?

We obtain information when you complete your initial application (or nomination) and at any other time during the course of your residency with us.

Any information provided by other agencies may be either requested by us or provided to us without a request.

What information do we need?

We hold on our computer systems:

- Information including your tenancy / leasehold details
- Your rent / service charge account and notes of any action that is being taken

We hold on our computer systems:

- Your original application form
- Information which is the subject of letters
- Personal or telephone attendances as well as legal documents and notices

Examples of the information include:

Names, Previous addresses, Dates of birth, Health conditions, Health professional's involvement, Financial details, Forwarding addresses, Details of complaints, Any risk to a child or other person, Next of kin, Ethnicity and your cultural and religious needs, Members of your household, Relationships, Employment, Physical disability or health needs, Medication being taken, Housing benefit and arrears info, Bank details, Details of other agencies involved, Information relating to anti-social behavior, National Insurance number.

Who gives us this information?

We can receive information about you from a number of sources, which are generally:

- Directly from you in your application for housing or subsequently during your residency
- From members of your own household or other representatives
- From other agencies such as other housing providers; housing benefit departments; health professionals such as GPs; social services or the police, banks and mortgage providers:

Some of the information we hold may be "sensitive" which would include any details of any medical conditions, your religious beliefs, criminal matters or the ethnicity of you or your family.

Who do we ask for information?

Who?	What?
Housing Benefit Departments	About any over or under payment or the timing of payments
Health and Social Care Professionals	About your medical needs
The Police / Local Authority / Other Housing Providers	About your compliance with the terms of your residency and any crime / nuisance / anti-social behavior committed during the course of your residency, or any

What do we do with the information about you?

To enable us to manage our business and the housing provided, we hold any relevant information given to us. This includes:

- Assessing applications for transfer, allocation, or mutual exchange. Using a points system based on the information you have provided allows us to impartially allocate properties on the basis of greatest need by assessing eligibility / appropriateness of accommodation.
- Administering your rent / service charge account including arrears enforcement.
- Responding to any query that you have about your application or residency.
- To deal with any complaint you may have or that may have been made against you with regard to conditions of residency.
- To provide maintenance / repair services.
- To enable us to provide a service which takes into account any disabilities or other support needs you may have.
- To ensure that our service is meeting the needs of minority groups and tenants.
- To enable us to carry out research and statistical analysis.
- To perform any of our statutory obligations.

How will we care for your personal information?

We promise:

- To keep the information we hold about you as secure as is appropriate for the nature of that information and to ensure any other person / agency we give that information to also keeps it secure.
- Not to hold any excessive information.
- To keep the information as accurate and up-to-date as possible. **(Please help us to do this by informing us of any changes).**
- Not to keep any information any longer than is necessary which will generally be for as long as you are resident with us (or remain on our waiting list) although we will retain information after your residency has ended in order to resolve subsequent queries or issues.
- To process your information in accordance with the Data Protection Act 1998

Who do we share this information with?

Who?	What?
Housing Benefit Departments	The rent / service charge that you pay (including how this is calculated), whether we believe you to be living at an address and the dates of your residence, and any other verification information that may be required to prevent benefit fraud.
Utilities	Your name and dates of the duration of your residency, if you have not supplied this, in order that invoices are correctly directed. The information shared would not include forwarding addresses.
Police / Local Authority	Any details necessary to reduce crime or disorder, or the fear of crime and disorder.
Supporting People Administering Authorities	Any Supporting People funding being provided directly or indirectly to you. Including confirmation that you are living at the address, the dates of residency and any other information that would be required for the purposes of preventing fraud.
Supporting Partners	To provide you, where necessary, with assistance in order to sustain your tenancy.
The Rent Officer	Your name and residency details where a tenancy is "secure" and, a Rent Officer assesses rent.
Our Solicitors and the Courts	Any details necessary for any enforcement action.
Our Insurer's and their Solicitors	Any claim made against the Association.
Tracing agents and debt collecting services	Any details necessary for the purpose of recovering debt or legal enforcement action.
Mailing Houses	Solely for the purposes of distributing resident wide letters; newsletters; consultation.
"Payment Card" producing companies	Names and addresses of residents solely to produce and distribute payment cards.
Research companies	Solely to canvas your opinion on the service that the Association provides.
Estate Agents	To assist in the sale of part owned / leasehold property.
The Housing Corporation Auditors	Names and addresses of residents solely to produce and distribute payment cards.
Other Housing Providers	To check the performance under a tenancy with the Association. For example: details of a breach in residency condition or information relating to special or housing needs, and the reason for leaving the accommodation.
Managing Agents and Maintenance Contractors	In order to provide services on behalf of the Association.

Your Rights under Data Protection Act 1998

You may request details of the information that we hold about you and the purposes for which it is held by writing to us at the address below.

There is a charge for the provision of this information, which is allowed by the Act, and is currently **£10**. We will respond to your request within **40 days**, unless the fee payable, supplementary information, or verification of your identity is received after your request in which case the 40 days will run from which ever is the last of the above to be received by us.

You are entitled by giving us notice in writing to require us to stop or not to begin processing of personal information on the ground that it is causing or is likely to cause substantial damage or distress to you or to another and that damage or distress is or would be unwarranted. This does not apply where you have consented to the processing (for example in the application for accommodation); the processing is necessary for performance of a contract (for example to allow us to perform our obligations under your residency agreement); the processing is necessary for compliance with a legal obligation; or the processing is necessary to protect your vital interests.

You are entitled by giving us notice in writing to require us to ensure that no decision is taken by or on behalf of Western Challenge which significantly affects you, based solely on the automated processing of your information.

The contact for any of these requests is: The Company Secretary, Western Challenge Housing Association Ltd, Spinnaker House, Grange Road, Christchurch, Dorset, BH23 4GE

If you wish to know more about your rights in respect of protection of personal data, you should write to: Data Protection Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (Tel: 01625 545700).

Who should I contact for more information?

If you require further information or a copy of our Confidentiality Policy, please write to us, email us or call our freephone Helpline.

Western Challenge Housing Association Ltd
Spinnaker House
Grange Road
Christchurch
Dorset
BH23 4GE

Tel: **Freephone 0800 7837837**

Email: callcentre@westernchallenge.co.uk

Website: www.westernchallenge.co.uk

This leaflet is available in other languages, Braille or large print on request.

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