

# General Data Protection Regulation

## Generic Privacy Statement



### Your Personal Data:

#### What we need

Weaver Vale Housing Trust is the 'Controller' of the personal data you provide to us. We collect basic personal data about you for legitimate contractual reasons to provide you with services relating to your tenancy with Weaver Vale Housing Trust. This includes, name, address, date of birth, income details, National Insurance number, phone number, and email address. In some instances we may legitimately ask for special category data (more sensitive personal data) relating to health, ethnic origin, race. We will ask you for written consent (signature on data collection form) to collect and process this data.

We may also capture your image on CCTV when you visit our offices and schemes and take recordings of telephone calls for training and monitoring purposes.

#### Why we need it

We need to know your basic personal data in order to provide you with services relating to your tenancy with Weaver Vale Housing Trust

- To manage and maintain your tenancy and property
- To make decisions relating to an application for housing or other services we provide
- To ensure our services are accessible to you
- To carry out a reference or credit check
- To communicate with you about our services
- For statistical analysis
- For fraud prevention
- To pursue debtors
- To meet our legal obligations
- Other legitimate business purposes that may arise in the course of your tenancy

We will not collect any personal data from you that we do not need in order to provide the above.

We will ensure that none of your personal data is transferred outside of the United Kingdom

#### What we do with it

We may share your information with, and obtain information from, other organisations where relevant and appropriate to your relationship with us; this could include (but is not limited to):

- Organisations linked to the Trust Homechoice housing application process
- Utility companies
- Local authorities and Government departments

- Other agencies to help manage and maintain your tenancy
- Credit reference agencies
- Statutory organisations e.g. social services as necessary for exercising statutory functions
- In connection with legal proceedings or Court Orders
- To protect the vital interests of an individual (in a life or death situation)

We will also share information with maintenance contractors to assist them in carrying out repairs and maintenance to your property, with other organisations carrying out services on the behalf of the Trust, where required to do so by law and in the recovery of outstanding debts to the Trust.

We will not sell your information to any organisations.

#### Personal data of third parties

In the case of family or joint applications / tenancies we expect the lead contact to share this privacy information with all those whose personal data they provide to us.

#### How long we keep it

We keep your data for as long as you are a tenant of Weaver Vale Housing Trust and then in accordance with our information asset register. When we are no longer required to keep your data it will be securely destroyed or deleted.

#### Cross-Border / International Transfers

We do not envisage transferring any of your personal data outside of the European Economic Area. However, we use some software that is based in the USA. The USA is not recognised by the European Commission as a country having data protection and privacy laws equivalent to those in Europe. However organisations subscribe to the EU-US Privacy Shield Framework, meaning that they have adopted work practices that are approved by the EU in relation to data protection.

[www.privacyshield.gov/list](http://www.privacyshield.gov/list)

This includes (but not limited to):

- SurveyMonkey to carry out customer surveys
- MailChimp to email newsletters
- Sprout Social for social media management

#### What are your rights?

You have the right to obtain **access** to your personal data under a written 'Subject Access Request'. In most cases a copy of the information is provided free of charge. Weaver Vale Housing Trust has up to one month to provide the information requested. This can be extended to two months if the requests are complex or numerous. Please contact our Data Protection Officer.

If at any point you believe the information we process on you is incorrect you can request to have it **rectified**.

You also have a right to ask us to **erase** information about you where you can demonstrate that the data we hold is no longer needed by us, or you can **withdraw consent** if that was the basis for the data being processed.

Under certain circumstances you have a right to request that we **refrain from processing** your data.

Under certain circumstances you have a right to receive any personal data that you have provide to us in order to **transfer** it onto another data controller.

You have the right to **object** to our processing your personal data where the basis for processing is our legitimate interests, for example direct marketing.

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter.

Data Protection Officer, Weaver Vale Housing Trust Limited,  
Gadbrook Point, Rudheath Way, Gadbrook Park, Rudheath,  
Northwich, Cheshire, CW9 7LL  
0300 303 9848 [enquires@wvht.co.uk](mailto:enquires@wvht.co.uk)

Further details can be found at [www.wvht.co.uk](http://www.wvht.co.uk)

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law, you can complain to the Information Commissioner's Office (ICO) on 0303 123 1113 [www.ico.org.uk](http://www.ico.org.uk)

### **Changes to this Privacy Notice**

We may change this privacy notice from time to time, but if we change it in a way which significantly alters the terms upon which you have agreed, we will post notice of the change on our website and you will be deemed to have accepted such changes.

**April 2018**