



## **New Tenant / Website - Your Privacy Matters**

St Leger Homes of Doncaster is committed to respecting and protecting your privacy by complying with UK Data Protection Law and the General Data Protection Regulation (GDPR).

This document explains how we look after and protect your personal information. This includes what you tell us about yourself, also about what information we use, share and keep. This applies to anything recorded on paper, by telephone or electronically, as example, via email, by St Leger Homes' staff or any of our partners or contractors.

### **About us:**

St Leger Homes of Doncaster is an Arm's Length Management Organisation who has official authority for managing Doncaster Council homes. The majority of work we do is laid down by specific laws such as the Housing and Planning Act, however we comply with a number of different UK Housing and Homelessness laws and wider laws that apply to the rights of all individuals.

We work with our tenants efficiently providing them with the highest standards of service and also with our partners to regenerate our neighbourhoods and bring improvements for our customers' homes. We support our tenants and partners in challenging crime and anti-social behaviour, which can have such a damaging impact on the quality of life in our communities.

St Leger Homes of Doncaster is registered as a data controller under Data Protection Law (registration number Z9202655) because we collect and process personal information about you and use this to provide and manage our services.

We have a Data Protection Officer who makes sure we respect your rights and follow the law at all times. If you have any concerns or questions about how we look after your personal information, please visit our website or contact the Data Protection Officer, Louise Robson, via [DPO@stlegerhomes.co.uk](mailto:DPO@stlegerhomes.co.uk) or by calling 01302 862862.

### **Do you know what personal information is?**

Personal information can be anything that identifies or relates to a living person. This can include information that when put together with other information can then identify a person. For example, this could be your name and contact details.



## We use many different kinds of personal information, and group them together like this.

Type of personal information	Description
Contact details	Where you live and how to contact you
Transactional	Details about rent payments to us
Contractual	Details about the products and services we provide for you
Behavioural	Details about how you use our services
Communications	What we learn about you from letter, emails and conversations between us
Open Data and Public Records	Details about you that are in public records such as the Electoral Register, and information about you that is openly available on the internet
Documentary Data	Details about you that is stored in documents in different formats, or copies of them. This could include things like your passport, driver's license, or birth certificate.
Special types of data  (Some information is 'special' and needs more protection due to its sensitivity. It's often information you would not want widely known and is very personal to you)	<p>We will only collect and use these types of data if the law allows us to do so, these include:</p> <ul style="list-style-type: none"> <li>• sexuality</li> <li>• religious or philosophical beliefs</li> <li>• ethnicity</li> <li>• physical or mental health</li> <li>• political opinion</li> <li>• genetic/biometric data</li> </ul>
Specific details	Any permissions, consents, or preferences that you give us. This includes things like how you want us to contact you, or such as the need to send information in large-print.
National Identifier	A number or code given to you by a government to identify who you are, such as your National Insurance Number



## Where do we collect your personal information from?

We mainly collect personal information about you when you tell us however; there may be other companies or sources where we gather information from:

Data you give to us:

- When you apply for a house with us
- When you talk to us on the phone or in one of our offices
- When you use our websites or mobile device apps
- In emails and letters
- In customer surveys
- Through payment and transaction information, when paying your rent

Data may also be given to us from other organisations we work with:

- Doncaster Council and associated trusts
- South Yorkshire Emergency services
- Social Network sites
- Government and law enforcement agencies
- Credit reference agencies
- Medical practitioners\*

\* For some services (such as adaptations to your home), we may ask your GP or other medical professional to send us a report. We will only do this if we get your consent first.

## So...why do we need your personal information?

This is your information, so why do we need it?

We may need to use some information about you to:

- Allocate you a home quickly and efficiently
- Deliver a range of services and support to you such as:
  - Managing / sustaining your tenancy
  - Rent collection
  - Carrying out repairs and maintenance
  - Investigating any worries or complaints you have
- Train and manage our teams who deliver those services
- Contact you in your preferred format e.g. by post, email, telephone etc.
- Communicate with you so you know how our services are performing or what changes might be happening that affect you
- Understand your needs better to provide the services that you request
- Keep your records up to date
- Ask for your feedback about our services
- Help build up a record of how we deliver our housing services across the organisation and plan / improve future services
- Help to detect and prevent fraud
- Comply with legal obligations to our funding bodies and to local and national government

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- Keep track of our spending on services.

## **What happens if you don't want to give us your information?**

We will always have a legal reason to collect, use and process your information and you can talk to us about any concerns you have about this at any time however, if you don't want to give us your information we may not be able to provide services for you.

## **How the law allows us to use your personal information?**

There are a number of legal reasons why we need to collect and use your personal information. Generally we collect and use personal information where:

- You, or your legal representative, have given consent
- You have entered into a contract with us
- It is necessary to perform our statutory duties
- It is necessary to protect someone in an emergency
- It is required by law
- You have made your information publicly available
- It is to the benefit of the public or society as a whole
- It is necessary to protect public health

## **We will only ask you for the information we need and will always use it appropriately.**

Where we can, we'll only collect and use personal information if we need it to deliver a service or meet a requirement. (For example, we won't ask and don't need your inside leg measurement to come and do a repair in your home!) We will always make sure the information we ask for is relevant and collected at the right time, for the right purpose.

If we don't need your personal information we'll either keep your information anonymous or we won't ask you for it. For example, in a survey we may not need your contact details, we may only be collecting your survey responses to help shape or improve our services.

If we use your personal information for research and analysis, we'll always keep you anonymous.

We DO NOT sell your personal information to anyone else.

## **What YOU can ask US to do with YOUR information.**

The law gives you a number of rights to control what personal information is given to us and how it is used by us.

All of your rights are listed over the next few pages and if you have any queries about access to your information, or if you would like to see any of your personal information, please contact:



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The Customer Relations Team,  
St Leger Homes of Doncaster,  
St Leger House,  
White Rose Way,  
Doncaster  
DN4 5AA

Or you can contact them by telephone on 01302 862726 or by emailing [CustomerCare@stlegerhomes.co.uk](mailto:CustomerCare@stlegerhomes.co.uk).

If you make a request to us about the personal information we hold about you this must be made in writing and we have **1 month** to complete your request.

## You can ask us for access to the information we hold on you.

We would normally expect to share what we record about you with you whenever we assess your needs or provide you with services. However, you also have the right to ask for all the information we have about you and the services you receive from us all at once. This is called a Subject Access Request.

When we receive a request from you in writing, we must give you access to everything we've recorded about you. However, we can't let you see any parts of your record which may contain:

- Confidential information or images of other people; or
- We have received legal advice that to give out this information it will cause serious harm to you or someone else's physical or mental wellbeing; or
- If we think that giving you the information may stop us from preventing or detecting a crime.

This applies to personal information that is in both paper and electronic records. If you ask us, we can also let another named individual see your record (except if one of the points above applies).

If you can't ask in writing for your records, we'll make sure there are other ways that we can help you access this information.

## You can ask us to change information you think is inaccurate.

You should let us know if you disagree with the information we hold for you. (For example, we might have the wrong email address for you or our records said that you live at '62 Smith Street', when in fact you live at '622 Smith Street').

We may not always be able to change or remove information as you request, but we'll always correct factual inaccuracies and may include your comments in the record to show that you disagree with others that we can't change.



## **You can ask us to delete information (this is called your right to be forgotten or right to erasure).**

In some circumstances you can ask for your personal information to be deleted, for example:

- Where your personal information is no longer needed for the reason it was collected in the first place
- Where you have removed your consent for us to use your information and where there is no other legal reason for us to use it
- Where there is no legal reason for the use of your information.

Where your personal information has been shared with others (such as a contractor), we'll take every step to make sure those using your personal information comply with your request for erasure.

Please note that we can't delete your information where:

- We are required to have it by law
- It is used for freedom of expression
- It is for public health purposes
- It is for, scientific or historical research, or statistical purposes where it would make information unusable
- It is necessary for legal claims.

## **You can ask us to limit what we use your personal data for.**

You have the right to ask us to limit or restrict what we use your personal information for where:

- You have identified inaccurate information, and have informed us of this and are waiting for us to change it
- Where we have no legal reason to use that information but you want to restrict what we use it for rather than erase the information altogether.

Where restriction of use has been granted, we'll inform you before we intend to use your personal information for any reason.

You have the right to ask us to stop using your personal information to deliver any of our services. However, if this request is approved this may cause delays or prevent us delivering that service in the future if you need us.

Where possible we'll seek to comply with your request, but we may need to hold your information and use it because we are required to by law.

## **You can ask to have your information moved to another provider (this is called 'data portability').**

You have the right to ask for your personal information to be given back to you or another service provider of your choice in a commonly used format. This is called 'data portability'.



However this only applies if we are using your personal information with consent and if decisions were made by a computer and not a human being.

Data portability won't apply to most of the services you receive from us as we don't use computers to make automated decisions about you.

You also have the right to object if you are being 'profiled'. Profiling is where decisions are made about you based on certain things in your personal information, e.g. your health conditions.

If you have concerns regarding automated decision making, or profiling, please contact our Data Protection Officer who'll be able to advise you about how we use your information.

## Who do we share your information with?

We use a range of organisations to supply us with systems to either store personal information or other organisations such as contractors help deliver our services to you.

Wherever we share information with someone else there is always an agreement in place to make sure that the organisation complies with data protection law. We will complete a privacy impact assessment before we share personal information to make sure we protect your privacy and comply with the law.

Sometimes we have a legal duty to provide personal information to other organisations some of which include:

- If a court orders that we provide the information; and
- If someone is taken into care under mental health law.

We may also share your personal information when we feel there's a good reason that's more important than protecting your privacy. This doesn't happen often, but we may share your information:

- In order to find and stop crime and fraud; or
- If there are serious risks to the public, our staff or to other professionals; or
- To protect a child; or
- To protect adults who are thought to be at risk, for example if they are frail, confused or cannot understand what is happening to them.

For all of these reasons the risk must be serious before we can override your right to privacy.

If we are worried about your physical safety or feel we need to take action to protect you from being harmed in other ways, we'll discuss this with you and, if possible, get your permission to tell others about your situation before doing so. However, we may still share your information if we believe the risk to others is serious enough to do so.



## How do we protect your information?

We have rigorous measures, policies and procedures in place to ensure the information you give us will not be seen or shared with anyone who does not need to see it in order to provide our services to you.

We will always do what we can to make sure we hold records about you (on paper and electronically) in a secure way, and we'll only make them available to those who have a right to see them.

Examples of our security include:

- Encryption, meaning that information is hidden so that it cannot be read without special knowledge (such as a passwords to unlock a laptop or access a document). This is done with a secret code or what's called a 'cypher'. The hidden information is said to then be 'encrypted'
- Controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it
- Training for our staff on a yearly basis allows us to make them aware of how to handle information and how and when to report when something goes wrong
- Regular testing of our technology and ways of working including keeping up to date on the latest security updates to minimise the risks from a 'cyber-attack'

## How long do we keep your personal information?

There's often a legal reason for keeping your personal information for a set period of time, we try to include all of these in our retention schedule.

For each service the schedule lists how long your information may be kept for. This ranges from months to decades depending on the nature of the information.

If you would like to know any more information on this, please click [here\\*](#) to see our retention schedule.

## Where can I get advice?

If you have any worries or questions about how your personal information is handled please visit our website or contact our Data Protection Officer, Louise Robson, at [DPO@stlegerhomes.co.uk](mailto:DPO@stlegerhomes.co.uk) or by calling 01302 862862.

For independent advice about data protection, you can also contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113 (local rate)



Or, you can visit [www.ico.org.uk](http://www.ico.org.uk) or email [casework@ico.org.uk](mailto:casework@ico.org.uk).

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They improve things by:

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- Remembering data you've given (for example, your address) so you don't need to keep entering it
- Measuring how you use the website so we can make sure it meets your needs.

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