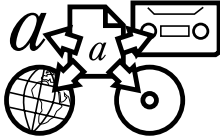


4.

Data Protection and access to personal information



This document is available in other languages, larger text, Braille and on audio cd or cassette.

We need to hold information about our customers to work effectively as a business.

This leaflet explains how we protect the personal and financial information that we hold about our customers. It also sets out your rights to inspect the information that we hold about you.

What types of personal information do we hold?

Our computer systems store information about who lives in each property along with management information relating to each residency such as rent payments made.

We use paper-based files to hold copies of lease agreements and any correspondence that we receive from our residents along with copies of our response to correspondence.

We also use computer databases to record and monitor complaints about our services, responses to surveys or involvement initiatives and all allegations of anti social behaviour.

Privacy and confidentiality

We make sure any information on our computer system is secure, accurate, relevant and necessary. We keep all computers secure through a password system and staff are fully trained on the use of our system.

We aim to ensure that staff and our Board Members do not misuse any confidential information, or pass this information improperly to a third party.

How we protect your personal information

Complaints

If someone contacts us to raise a complaint on your behalf we will always seek your permission for them to do this first. This is because in responding to the complaint, the person claiming to represent you might view some of your personal data.

Rent Enquiries

If you want to make an enquiry about your rent; your payment history or the balance of your account for example; we will ask you to quote to us your “tenancy number.”

Every resident has his or her own unique Tenancy Number.

You can find your Tenancy Number on the rent statements that we send you regularly.

If you do not know your Tenancy Number we will ask for your full name and date of birth before giving you any details about your rent account.

Access to personal information

We are committed to allowing our customers access to information we hold about them.

You have the right to access files or other records containing information relating to your present, past or any proposed homes.

The type of information you have access to includes your:

- File about your current property
- Personal rent account
- Files about past homes you have owned

We may make a nominal charge if you ask us to photocopy any documents, we will let you know beforehand if we need to make this charge.

You have the right to ask us to delete or change any inaccurate information held on our files.

Because we also need to respect the rights of others, we cannot make the following available to you:

- Information relating to, or identifying a third party, unless that person has given their written permission
- Information from other agencies such as Social Services, doctors or lawyers which could reasonably be expected to be treated as confidential
- Information that could cause physical or mental harm

We promise to be as helpful as possible, and aim to respond to you within the 40-day statutory requirement.

If you feel we have not acted reasonably, or if you are not allowed to change information you feel is not right you have the right to appeal through our Complaints and Appeals procedure.

Please see the Complaints, Appeals and Compensation leaflet.

Lifeline emergency system

Some properties are fitted with a lifeline emergency system so that if help is required the resident can pull the cord and speak to someone at a central control centre. All residents with this facility are asked to complete a contact sheet giving information of their next of kin and their doctor. This information is kept safety on file and only disclosed to the providers of the emergency call system.

Getting in touch



Head office: 01942 608715
Turner House, 56 King Street,
Leigh WN7 4LJ

West office: 01942 263630
82 Railway Road,
Leigh WN7 4AN

Other:



عربي

ARABIC

حدد اللغة التي تتحدثها .
سوف نستدعي مترجماً على الهاتف لمعاونتنا .



کوردی

KURDISH

په تڼه راپکښته بڼ نهو زمانه ۱ قسه ۱ پډه که یت .
نیمه موته رجیمیک په یدا ده که ین تا به ته له فون
هاوکاریمان بکات .



বাংলা

BENGALI

আপনার ভাষাটি অঙ্গুলি নির্দেশ করে দেখান ।
আমাদেরকে সহায়তা করার জন্য টেলিফোনে
আমরা একজন দো-ভাষী বা ইন্টারপ্রেটার এর
ব্যবস্থা করব ।



普通话 / 国语

MANDARIN

請指出您講的語言。
我們將請一位口譯員在電話上翻譯。



廣東話

CANTONESE

請指出您講的語言。
我們將請一位電話翻譯員
來幫助您。



ਪੰਜਾਬੀ

PUNJABI

ਆਪਣੀ ਭਾਸ਼ਾ ਵਲ ਇਸ਼ਾਰਾ ਕਰੋ।
ਅਸੀਂ ਦੁਬਾਸੀਏ ਨੂੰ ਕਹਾਂਗੇ ਕਿ ਉਹ ਟੈਲੀਫ਼ੋਨ
'ਤੇ ਸਾਡੀ ਮਦਦ ਕਰੇ।



فارسی

FARSI

زبانی را که صحبت میکنید نشان دهید
برای کمک، مترجم تلفنی تهیه خواهیم کرد.



Soomaali

SOMALI

Farta ku tilmaam luqaddaada.
Waxaan telifoonka ku heli doonaa
turjibaan na caawiya



ગુજરાતી

GUJRATI

તમારી ભાષા તરફ આંગળીથી ઇશારો કરો.
આપણને મદદ કરવા માટે એક દુભાષિયાને અમે ટેલિફોન
પર ખોલાવીશું.



اردو

URDU

اپنی زبان کی طرف اشارہ کیجئے۔
ہماری مدد کرنے کیلئے ہم ٹیلی فون پر کسی ترجمان (اگر پڑھیں) کو بلائیں گے۔



हिन्दी

HINDI

आपकी भाषा की ओर इशारा करें।
हमें सहायता करने के लिए एक दुभाषिये को हम टेलीफोन
पर बुलाएंगे।



Tiếng Việt

VIETNAMESE

Hãy chỉ vào ngôn ngữ của quý vị.
Chúng tôi sẽ mời một thông dịch
viên qua điện thoại giúp chúng ta.