

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 our homes along with management information relating to each tenancy such as rent payments made and repairs requested.

We hold copies of application or referral forms, tenancy agreements, support contracts, support plans (where relevant) etc. and any correspondence that we send or receive from our residents or service users or other agencies or advocates.

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 systems.

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.

We promise not to provide information about individual customers, including present or past tenants without their permission, unless we are obliged to do so by our regulator or by law.

How we protect your personal information

Applying for a home

As part of the application process you will be asked to provide us with a memorable “password”. If you contact us at a later date to discuss your application we will ask you to tell us your password. This is to prevent other people from accessing your information.

On-line enquiries

An increasing number of customers want to access information on-line – e.g. rent and payment details, personal information held on our system, and repair details. To protect the personal information of users of our on-line service, we require a username, password and identity number to access our on-line system. Users of this system can only view their own data and can not make changes themselves to the data accessed.

On-line services

At Adactus we take security seriously. On-line services are available to tenants who register with us as users. As our expanded on-line services

include the provision of information about rent accounts, we have enhanced the security of the site, by requiring three pieces of information at log in (user ID, tenancy number and password). All information is encrypted, ensuring that data is safe, secure, and available only to the registered user. No personal information will be stored on the computer with which the user accesses the site.

All data is held in a secure server environment, which uses the following technologies to prevent interference or unauthorised access: firewalls with packet-inspection, virus guard and other advanced technology. The technology in use is reviewed and updated regularly.

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 tenant has his or her own unique Tenancy Number.

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

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.

If you move house

When you move out of your home we will destroy the paper files relating to your tenancy after 12 months, unless we are pursuing money owed to us or we need the information to support any dispute about disrepair or anti-social behaviour.

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 tenancies or support plans. The type of information you have access to includes your own:

- File about your current tenancy
- Personal rent account
- Files about applying for a home or transfer
- Files about a past tenancy you have held.

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 live in supported accommodation, please ask your Support Worker how you can access your file.

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 Complaint & Appeals Procedure.

Please see the 'Suggestions & Complaints' leaflet

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Getting in touch

Lãngüagê Liñè

Head office: 01942 608715

Turner House, 56 King St
Leigh, Lancs WN7 4LJ

North office: 0161 230 4070

Elizabeth House, off Victoria St,
Openshaw, Manchester M11 2NX

South office: 0161 226 5384

2 Great Southern St,
Moss Side, Manchester M14 4EZ

West office: 01942 263630

82 Railway Road,
Leigh, Lancs WN7 4AN

Neston & Parkgate office:

0151 353 0917

43 Liverpool Road, Neston,
Cheshire CH64 3RB

Bootle office: 0151 284 5756

34 Eleanor Road, Bootle,
Merseyside L20 6BR

ARABIC

هذه الوثيقة متاحة باللغة العربية
عند الطلب.

BENGALI

অনুরোধ করলে এই ডকুমেন্টটি
বাংলা ভে ও উপলব্ধ

CANTONESE

本文件可以應要求，製作成中文
(繁體字) 版本。

FARSI

این مدرک در صورت درخواست به فارسی
موجود است.

FRENCH

Ce document est disponible en français
sur simple demande.

GUJARATI

આ દસ્તાવેજ વિનંતી કરવાથી ગુજરાતીમાં
મળી રહેશે.

HINDI

अनुरोध पर यह दस्तावेज़ हिन्दी में भी
उपलब्ध है

KURDISH

ئهم بەلگهیه به پیی داواکاری به زمانی
کوردی ش دەس دەکەویت

MANDARIN

本文件可以应要求，制作成
中文(简体字)版本。

POLISH

Dokument ten jest na życzenie udostępniany
w języku polskim.

PUNJABI

ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ
ਇਹ ਦਸਤਾਵੇਜ਼ ਮੰਗ ਕੇ

SOMALI

Dokumentigaan waxaa lagu helaa Soomaali
haddii la codsado.

URDU

درخواست پر یہ دستاویز اردو میں بھی مل سکتی ہے۔

VIETNAMESE

Tài liệu này có sẵn bằng tiếng Việt khi
được yêu cầu.



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