

Data Privacy Notice

Tamar believes that the data you provide to us about you and your family is your data. As such we believe that we should process your data securely and transparently and not pass it on to anyone else without your permission.

This Data Protection Notice sets out the types of data we collect and hold on you as a resident or applicant. It also sets out how we will use your information, how long we hold it for and other information about your data.

Our data protection principles

We will

- Process your data fairly, lawfully and in a clear and transparent way
- Collect your data only for the specific reasons such as maintaining your tenancy or lease , provide services to you or for another legitimate purpose
- Use a minimum of data in our data processing activities
- Ensure that your data is kept up to date and is correct
- Only keep your data for as long as we need it
- Protect your data from loss, misuse, disclosure, abuse or destruction and not sell your data to any third party
- Ensure that you are aware of your legal rights over your data

Types of data we hold and process

We will hold your personal data such as your name, address, date of birth, email address, phone number, gender, marital status, disability, race, religion, employment status, National Insurance Number, photograph and next of kin details for you and your family. We also hold data about your credit risk, rent account, rent payments, benefit status, bank account details, credit reports and contact with us about rent arrears and agreements you have made to repay arrears.

We may also hold data you have provided to us about anti-social behaviour, violent incidents, domestic violence, risk to children, feedback you have given us, permissions you have sought, welfare benefits advice we have provided to you, the conduct of you tenancy and any correspondence (email, letters, phone calls and notes of any visits) you have had with Tamar.

We will hold data provided by other people about you, such as the Police, benefits agencies, social services , application details or references from other landlords.



Why do we process your data?

We need to process your data in order to provide you with services you need such as repairs and maintenance, tenancy advice, welfare benefits advice, mutual exchanges, allocation of homes, complaints etc. In most cases we have a lawful right to process the data because you have a tenancy agreement or lease with us or are applying for one.

How do we collect data about you?

Most of the information we hold about you comes from you, for example when you filled in your original application and signed up to your tenancy. We will also have any letters or emails you have sent to us, records of calls to the office and any feedback or permission forms you have completed. Other information may come from other agencies who may be involved with you, such as the Police, benefits agencies or Social Services.

Why do we process data about you?

The law on data protection allows us to process your data because you have a contract with us such as your tenancy agreement or lease and we need to process your data to meet that contract.

We are also able to process your data;

- In order for us to carry out our legitimate interests
- We have a legal obligation to do so
- To protect your vital interests and those of your family members

All of the processing of data that we carry out falls into one of the lawful reasons above.

We may need to collect your data to ensure we are complying with legal requirements such as your right to rent a home in the UK, to arrange gas servicing of your home or to prevent fraud.

We collect data from applicants in order to be able to assess their suitability for a home. If you are unsuccessful in your application we won't use your data for any other purpose.

Sharing information

Your data will be shared within Tamar where it is necessary for staff to carry out their duties or to provide services to you. We may also share your data with our contractors and suppliers so that we can carry out repairs and maintenance to your home or provide other services.

We may share data on your rent account with a credit reference agency in order to help you to build your credit score.

We may share your data with other statutory agencies such as the Police, Social Services, benefits agencies etc. Where we share data with a statutory agency we will have agreed with them how the data is to be used, what information is to be shared and when it will be destroyed.

We will only share data with a statutory agency where you have given your consent to do so or where we have a legal obligation to share the data. For example, we might share information about your rent with the DWP so that they can ensure you are paid the correct benefits or to repay rent arrears.

Our staff are trained in data protection and it is a serious disciplinary offence to lose, misuse or disclose your data without a legal reason to do so, such as your consent.



Protecting your data

We take the protection of your data very seriously. We have procedures in place to protect your data from loss, misuse, disclosure, abuse or destruction.

Where we share your data with third parties, such as contractors, we provide written instructions to them to ensure that your data is held securely and in line with data protection legislation.

How long we keep your data for

In line with our data protection principles, we only keep your data for as long as we need it. For tenants and leaseholders this is up to 6 years after the end of your tenancy or lease, in case of any contractual claims or references. For unsuccessful applicants we keep your data no longer than 6 months after a decision has been made on your application in case there are any questions or complaints that arise from our decision.

Your rights

The law on data protection gives you certain rights in relation to the data we hold on you. These are

- The right to be informed. This means that we must tell you how we use your data.
- The right of access. You can ask to see the data we hold about you which we will provide free of charge.
- The right for any inaccuracies to be corrected. If any of the data we hold about you is wrong you are able to tell us to correct it.
- The right to have your information deleted. If you want us remove any of your data you can ask us to delete it from our systems where it is no longer necessary for us to keep it.
- The right to restrict the processing of your data. You can ask us to stop using your data while we check that it is correct.
- The right to object to the inclusion of any information. You can tell us that you think the way that we use your data is wrong.

Tamar does not use any automated processing or decision making processes.

Tamar does not pass any of your data outside the UK.

Where you have consented to us using your data you have the right to withdraw that consent at any time. Withdrawing your consent means that we will stop using the data you had given us consent to use. There are no consequences for withdrawing your consent. However, in some cases we may continue to process your data in order to provide you with the services you need.

Making a complaint

If you are concerned about the data we hold, how we are processing it or if you would like to see the data we hold about you please contact us.

If you think your data protection rights have been breached in any way by us, you are able to make a complaint to the Information Commissioner's Office.

Tamar Housing
Studio 5-11
Millbay Road
Plymouth
PL1 3LF

Phone 01752 250902
info@tamarhs.org
www.tamarhs.org

