

YOU AND THE DATA PROTECTION ACT

What is the Data Protection Act?

The Data Protection Act 1998 [DPA] is UK legislation to ensure that people's personal information is not misused.

It defines a set of rules and guidelines One Housing Group [OHG] must follow when handling your personal information. The DPA refers to these rules and guidance as Data Protection Principles.

Two of the most important principles are:

- We must tell you how we are using your information
- We must give access to the information we are holding [known as a Subject Access Request]

How OHG uses customers' personal data

Personal data will be processed in accordance with the Data Protection Act 1998. In this respect the data controller for your tenancy or lease is your landlord. If you are receiving support services from One Support they will be your data controller.

During your tenancy or whilst you are a shared owner or leaseholder, we will collect and process information about you and members of your household for the following purposes:

- managing your tenancy or lease and the OHG property it relates to,
- monitoring compliance with the terms of your tenancy agreement or the lease,
- delivering support for special needs to you or any member of your household within an agreed support plan, and
- conducting surveys in order to monitor and improve our services.

Unless we specifically advise you otherwise, we will only collect and process personal information that we need in order to carry out these functions.

This personal information may be stored on our computer systems and/or a tenancy file. It is held securely and we have security measures in place to prevent it from being accessed by any unauthorised person.

From time to time we may need to provide third parties with personal information relating to you or members of your household from third parties. However, this will only be so that we may accomplish the purposes described above. We may also disclose your personal details if required to do so by law or any Governmental body.

OHG tries to deal with instances of rent arrears without involving third parties. However, in cases of unresolved arrears and those where arrears remain outstanding after termination of a tenancy agreement by either party, we may disclose personal details to tracing and/or debt collection agencies.

How can I apply to see the Personal Data OHG holds about me?

We make a charge of £10.00 for responding to a Subject Access Request and, by law, have 40 days in which to collect and deliver the information. You can apply in writing to:

Community Housing Association
100 Chalk Farm Road
London NW1 8EH

Toynbee Housing Association - London
Suttons Wharf South
44 Palmers Road
London E2 0TA

Toynbee Housing Association – Berkshire
Sinclair House
Gardner Road
Maidenhead
SL6 7PH

Island Homes Housing Association
Millwall Office
12 Quarterdeck
London E14 8SJ

Once we have received your request we will ask you to confirm your identity. This is to protect you from your information being disclosed to someone pretending to be you.

Need a Translation? Please point to your language on the chart in reception

**Ma u baahantahay tarjamad?
Ka tilmaan luqaddaada liiska yaalla xafiiska soo
dhawaynta**

**Besoin d'une traduction ?
Sélectionnez votre langue dans le tableau à
réception**

**Tercümeýe ihtiyacınız var mı?
Resepsiyondaki tabloda kendi dilinizi gösteriniz**

**هل تحتاج إلى ترجمة؟
حدد لغتك في الاستمارة الموجودة على مكتب الإستقبال**

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