

WARRINGTON HOUSING ASSOCIATION PRIVACY NOTICE

INTRODUCTION

Warrington Housing Association (WHA) is registered with the Information Commissioner’s Office as a Data Controller under the General Data Protection Regulations 2018 (GDPR).

WHA was established in 1975 and currently manages approximately 1,300 properties in the Warrington area. WHA is a registered society under the Co-operative and Community Benefit Societies Act 2014 with tax-exempt, charitable status.

We take the confidentiality and security of the information we hold about our customers and colleagues very seriously. This Privacy Notice explains what personal information we collect about you when you use any of our services or when you visit our website.

Our Privacy Notices covers the following areas:

- How we collect information about you.
- Who we collection information on
- How we use your information
- Links to other websites
- Sharing your information
- Transferring information overseas
- Storing your information
- Accessing your information
- GDPR Consent
- Security of Information
- Changes to our Privacy Notice
- How to contact us

HOW WE COLLECT INFORMATION ABOUT YOU

We collect information in a variety of ways, including:

- When customers apply for a home
- When customers sign a Tenancy Agreement
- Through on-going contact with customers during a tenancy
- When customers access services by logging in to our website
- When customers terminate a tenancy
- If a customer provides feedback or makes a complaint
- When dealing with ASB
- We also process personal information using CCTV systems and we monitor and collect visual images for:
 - Security reasons
 - The prevention and detection of crime; and
 - Staff safety and monitoring purposes
- Requesting any of our services voluntarily or complete our customer surveys.
- When providing welfare benefit advice
- Job, Board and Volunteer Applications

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- When an offer of employment is taken up
- Where you have consented to data being processed

When you apply to become a WHA customer, we request and hold on file any references necessary to assess your Application. This may include (but is not limited to), where appropriate, information from other landlords, the Police, the Probation Service, support services, Social Services and health services.

WHO WE COLLECT INFORMATION ON

We collect personal information about:

Customers: This includes current, former and potential customers, who live in our properties or access our support and other services, and could also include their family and people associated with them.

Employees: This includes current, former and potential colleagues, as well as Board Members, Apprentices and Volunteers.

HOW WE USE YOUR INFORMATION

We use your information we collect so that we can deliver our services to you. We use your information in a variety of ways, including:

- Manage allocations and lettings
- Manage tenancies
- Receive rent and service charges
- Provide a repairs and maintenance service
- Offer welfare benefits advice
- Resolve ASB disputes
- Investigate complaints
- Engage with customers to get feedback on our services
- Target customers impacted by Welfare Reform
- Process the monthly payroll
- Manage employee benefits with 3rd parties
- Process requests from 3rd parties.
- Assess your suitability for a job vacancy
- Assess your suitability to become a Board Member or Volunteer.

We ensure that we meet all our legal and statutory duties such as these which apply under the Equality Act 2010.

LINKS TO OTHER WEBSITES

This Notice is limited to this website only. If you follow a link to an external site, we recommend that you check the Privacy Notice of the site before giving any personal details.

SHARING YOUR INFORMATION

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We may sometimes need to share the personal information we process with other organisations where it is necessary to fulfil a contract or where we are legally required to do so. When this is necessary we are required to comply with all aspects of GDPR.

We will not share your information with third parties for marketing purposes.

TRANSFERRING INFORMATION OVERSEAS

We do not transfer any personal information outside of the EEA.

STORING YOUR INFORMATION

Any information we collect is stored using guidance issued by the National Housing Federation. Full details of this are included in our Retention Policy and is available on request.

ACCESSING YOUR INFORMATION

Under the GDPR individuals can find out if we hold any personal information (including CCTV images of themselves) by making a 'Data Subject Access Request'. If we do hold information about you we will tell you what this is and let you have a copy of it. We may make a nominal charge towards our administration costs for the request. We will require proof of identity before we disclose information to you.

You can ask for information by:

Email: admin@wha.org.uk

Writing to: Warrington Housing Association
Information Officer
89 Sankey Street
Warrington
Cheshire
WA1 1SR

GDPR CONSENT

You have the right to withdraw consent for the use of your information at any time; however this may affect the service we are able to provide you with.

If you believe that the information we hold on you is incorrect then you should notify us and we will arrange to have the information corrected. We will also tell anyone else who we have provided this information to.

SECURITY OF INFORMATION

We are committed to ensuring that your information is kept secure. We have developed separate ICT Policies which set out how we keep the information held on our systems secure. We also have a number of physical security measures in place, such as office security and confidential destruction of all confidential waste paper.

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CHANGES TO OUR PRIVACY POLICY

We keep our Privacy Policy under regular review and will update the Privacy Policy to reflect changes in our services and comply with changes in the law.

HOW TO CONTACT US

We welcome any queries you may have regarding this Privacy Notice, or any information we may hold about you, Please contact us as:

Email: admin@wha.org.uk

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