



# Privacy Policy Statement

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# 1. Purpose of the Policy

Denbigh Methodist Housing Association is committed to protecting and safely managing the personal data of our residents and service users.

The purpose of this policy is to explain how Denbigh Methodist Housing Association will use and manage personal data supplied to us by our residents and service users. The policy will also detail when we may share personal data of our residents and service users for lawful or limited business purposes.

## **Denbigh Methodist Housing Association will:**

- Comply with relevant legislation, regulations, and best practice.
- Use, store, manage and process the personal data of our residents, service users and others safely.

# 2. Scope of the Policy

This policy details the measures that Denbigh Methodist Housing Association will abide by when managing the personal data of our residents and service users.

All members of staff, volunteers, contractors and third parties should use and abide by this policy. This policy applies where Denbigh Methodist Housing Association provides a service to residents and any other services users.

This is an overarching policy that applies across Denbigh Methodist Housing Association.

# 3. Policy Objectives

- Outline how Denbigh Methodist Housing Association will use and manage the personal data of our residents and service users
- Outline when we may share personal data of our residents and service users for lawful or limited business purposes.

# 4. Policy Detail

## **Personal Data that Denbigh Methodist Housing Association may collect and process**

### **Housing Applications**

In relation to housing applications that are submitted to us, we collect the information that is supplied to us voluntarily. This may include an applicant's name, current address, date of birth, domestic circumstances, proof of right to rent, national insurance number, identification documents, information about health and any

disabilities, and details of their financial situation. The legal basis for collecting this information is to process the applicant's housing application and later enter a contract to provide a property or service.

### **Providing Housing Services**

Denbigh Methodist Housing Association processes personal data that has been supplied to us by our residents for the use of our housing services. This includes data supplied to us by a third party with whom our resident has a contractual relationship.

The legal basis for processing this personal data is to carry out the terms of a contract at the resident's request. Consent is assumed when data is supplied to us via a third party with whom the resident has a contractual relationship.

### **Enquiries and providing other services**

Denbigh Methodist Housing Association may process data that is submitted to us in the course of an enquiry about a service we offer. The data may be processed so that an appropriate product or service may be offered to the enquirer.

The legal basis for processing this data is the assumed consent of the enquirer by supplying their data.

### **Transactions**

In the course of processing transactions such as rent payments and service charges, Denbigh Methodist Housing association may process data such as payment card details, bank account details, contact details and the details of the transaction. The details of the transaction may be processed to fulfil the contractual obligation of the resident or service user to pay rent, service charges and any other charges according to their tenancy agreement.

The legal basis for processing this data is to carry out the terms of a contract at the resident or service user's request, or to enter into such a contract upon request.

### **Correspondence**

Data from any communication that is sent to us by a resident or service user may be processed for the purposes of record-keeping and communicating with the resident or service user. The legal basis for this communication is the legitimate business interests of the organisation and the need for communication with our residents and service users.

### **Legal obligations, claims or proceedings**

Personal data from our residents, service users and third parties may be processed in connection with any legal claims or proceedings. The legal basis for this is for the legitimate interests of the organisation including the protection and affirmation of our legal rights, and those of our residents, service users and third parties. Personal data

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may also be processed to fulfil legal our obligations with the legal basis for this being to uphold the legal rights of our residents, service users and third parties.

### **Antisocial Behaviour**

Denbigh Methodist Housing Association may process personal data (disclosed by a resident, service user or any other party) in relation to reports of antisocial behaviour. This may include a name, address, contact details, phone number and other identifying information. This additional identifying information could include details of the incidents(s) and/or behaviour(s), details of any other agencies that are involved (and any reports that have been made to them) as well as details of any circumstances and factors which may need to be taken into account.

The legal basis for processing this data is to ensure that we fulfil our obligation to take preventative and reactive action against antisocial behaviour and ensure that our residents have quiet enjoyment of their homes, and that the local community does not suffer unduly.

### **Queries and complaints**

Denbigh Methodist Housing Association may process personal data in relation to queries and complaints from residents, service users and others. This data may include a name, address, phone number, email address and details of the complaint or query. The legal basis for this is to respond to the query and provide a satisfactory answer to the enquirer or to respond to and resolve the complaint.

### **Closed Circuit Television**

Some of our properties and office buildings may have Closed Circuit Television (CCTV) installed for the protection of staff, visitors, residents, and service users. Where CCTV is used, notices will be clearly displayed to inform those in the vicinity. The footage will only be stored for a set time period and will be recorded over at the end of this period. CCTV footage will only be viewed when necessary to prevent or detect crime, or for other purposes permitted by law.

### **Providing personal data externally**

Denbigh Methodist Housing Association may need to disclose personal data with external organisations when necessary. Data will be disclosed securely and the minimum amount of data necessary will be provided. Examples of organisations and reasons for providing data externally are detailed below.

### ***Suppliers, Contractors, Agencies and Third Parties***

Denbigh Methodist Housing Association may disclose the personal data of our residents and service users to subcontractors, third parties and agencies with whom they have a contractual relationship with such as Local Authorities, the Department of Work and Pensions, repairs and maintenance service providers, and utilities suppliers. This may occur whether the contract was entered into directly between the resident/service user and the external organisation or whether Denbigh Methodist

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Housing association entered into the contract on behalf of the resident or service user. The legal basis for this is to allow these organisations to fulfil their contractual obligations and provide services to our resident or service user.

### ***Insurance purposes***

Personal data may be disclosed to insurance companies and advisors for the purposes of acquiring and maintaining insurance coverage. Personal data may also be disclosed for the purposes of managing risks and legal disputes and gaining professional advice.

### ***International Transfers of Personal Data***

Personal data may be transferred outside the European Economic Area (EEA) by third parties to whom we may transfer personal data to for legitimate purposes. They may transfer data to their own service providers outside the EEA.

### ***Legal and Statutory Purposes***

Denbigh Methodist Housing Association may sometimes be required by law to share personal data with agencies such as the police, Local Authority, HMRC or other statutory agencies. This may be for the purposes of crime and/or fraud prevention and investigation, matters of national security, safeguarding reasons and any other reasons permitted by law.

### **Data protection, Storage, Retention and Deletion**

Denbigh Methodist Housing Association will treat all information relevant to each resident or service user in the strictest confidence according to data protection legislation. All data will be stored securely.

Personal data will only be retained for the length of time that is necessary to fulfil the purpose that the data is needed for.

Personal data in relation to a tenancy (such as bank account details, details of financial circumstances and rent account details) will be retained for the length of the tenancy or the length of time that services are provided to the resident or service user. The data will continue to be retained for a period of six years after the end of the tenancy or service provision and deleted within twelve months after this six-year period has passed.

If the resident or service user has an outstanding rent balance or debt at the end of their tenancy or service provision, the six-year period will start once this has been paid in full. Personal data will be deleted within twelve months of the end of this six-year period.

Denbigh Methodist Housing Association may retain personal data to comply with a legal obligation that we may be subject to, or to protect the interests of a resident, service user or another person.

## **Rights under Data Protection Legislation**

A full explanation of the rights under Data Protection Legislation can be found at the Information Commissioner's Office website ([www.ico.gov.uk](http://www.ico.gov.uk)).

Residents, service users, and others have rights under data protection legislation which include:

- The right to access their data
- The right to rectify their data
- The right to have their data erased
- The right to restrict or object to their data being processed
- The right to data movability
- The right to withdraw consent to the use of their data
- The right to complain to a supervising authority

Residents, service users and others may ask for copies of their personal data that is held by Denbigh Methodist Housing Association. This will be supplied to the requestor as long as it does not impact the rights and liberties of others.

Residents, service users and others have the right to confirm whether their personal data is being/has been processed by Denbigh Methodist Housing Association. If personal data is inaccurate or incomplete, residents, service users, and others have the right to have their data rectified and/or completed.

Residents, service users and others have the right to have their personal data erased for reasons which may include:

- Withdrawing their consent when the processing of their data is consent-based (such as for direct marketing purposes)
- When the personal data is no longer needed for the purpose or reason for which it was collected

If personal data is needed to process legal claims or to fulfil legal obligations, then this supersedes the individual's right to data erasure.

If personal data is being processed for direct marketing purposes, a resident, service user or another person has the right to ask for this to cease. Denbigh Methodist Housing Association will immediately cease processing data for this purpose when asked to do so.

Denbigh Methodist Housing Association recognises that residents, service users and others have the right to restrict the processing of their personal data under certain circumstances. We will adhere to this unless the processing of the data is necessary for legal purposes such as a legal claim. Where an objection to the continued processing of data for legal purposes is made, Denbigh Methodist Housing Association will demonstrate the lawful need for the continued processing of the data and how this overrides the objection and any other rights. This will be provided in writing to the person who made the objection.

If data held by Denbigh Methodist Housing Association is being processed on a consent basis and is processed in an automated manner, the resident, service user or other person may request a copy of this data and it will be supplied to them as long as others are not impacted. All parties have the right to withdraw consent at any time. If such a request is received, we will cease to process the data immediately.

If a resident, service user or third party feels that the processing of their data is against data protection laws, they may lodge a complaint with an organisation such as The Information Commissioner's Office.

### **Making a Request or Objection regarding Personal Data**

All requests to access personal data, to ask for data processing to cease, to withdraw consent to data being processed and to submit objections to the continued processing of data should be made in writing to:

Denbigh Methodist Housing Association  
Notting Hill Methodist Church  
240 Lancaster Road  
London  
W11 4AH

### **Equality, Diversity, and Inclusion**

This policy complies with the Equality Act 2010 to ensure that all residents and service users are treated equally without prejudice or discrimination. Denbigh Methodist Housing Association recognises that all adults and children have rights surrounding the collection, storage, use and processing of their data. We will ensure that all data that we hold, and process is used solely for the lawful purposes for which it has been obtained.

## **Appendix 1: Legislation and National Standards**

Anti-Social Behaviour, Crime and Policing Act 2014  
Antisocial Behaviour Act 2003  
Criminal Justice and Public Order Act 1994  
Data Protection Act 1998  
Data Protection Act 2018 and subsequent Regulations Housing Act 1996  
Environmental Protection Act 1990  
Equality Act 2010  
General Data Protection Regulation (GDPR) and Data Protection Act 2018  
Health Act 2006  
Human Rights Act 1998  
Immigration Act 2016  
Mental Health Act 1983, 2007  
Noise Act 1996  
Noise and Statutory Nuisance Act 1993  
Police and Justice Act 2004  
Protection from Harassment Act 1997  
Race Relations Act 1976  
Race Relations Act (Amendment) 2000  
The Crime and Disorder Act 1998  
The Care Act 2014  
The Children Act 1989 & 2004