
Data Protection

How we use your information and understanding your rights



In order to provide a good service to you, Circle Anglia and its partner registered providers (Wherry Housing; South Anglia Housing; Circle 33 Housing Trust; Old Ford Housing Association; Roddons Housing Association; Russet Homes; Mole Valley Housing Association and EPIC Trust) need to collect and handle personal information from and about you.

Your personal information needs to be kept confidential and we take great care to ensure it is collected, stored and handled responsibly and according to legal requirements.

We will:

- tell you why we need it and how it will be used
- collect only as much as we need to provide our services
- take steps to ensure it is accurate and up to date
- make sure we don't keep it longer than necessary
- keep it secure and confidential – so that nobody can access it who shouldn't

Sharing information

Sometimes we need to share your information with other organisations. Reasons for this will include:

Business requirements - For example a gas or water company may require tenant details for billing purposes. We may also share information with business partners and with organisations working on our behalf, such as repair contractors. These parties are made aware of the conditions under which the information is made available. They are also bound by a contract or confidentiality agreement with us.

Legal requirements - For example we may need to report changes in circumstances to your housing benefit department. In addition, as a registered social landlord, we are subject to inspections by the Tenant Service Authority (TSA) in association with the Audit Commission. You may be contacted as part of the inspection process – to provide feedback on our services.

Other organisations we may share with where relevant include: the Audit Commission; local authorities, central government departments, the police, welfare advisors, medical professionals, and other housing associations.

We do not pass your personal information onto third parties other than those above without your consent. If you would like someone to access the information on your behalf, such as a family member or solicitor, we require your written authorisation.

Enhancing Life Chances

A large, stylized yellow brushstroke graphic at the bottom of the page, with the text "Enhancing Life Chances" written in a red, cursive font across it.

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Access to information

You can ask to access the information we hold about you at any time. You must make your request in writing to your local office.

In a small number of cases, we may not be able to provide you with all of the requested information or give specific details about what has been withheld due to certain conditions of the Data Protection Act.

We do aim, however, to be as open as possible and we will respond to your request as soon as possible within the 40 day time limit allowed by law. You can help us by telling us if there is any information in particular that you would like to see.

Your rights

You can ask us to:

• Update your records

We try to keep our records up to date, but if any data we hold about you is incorrect we're happy to update it. You may need to provide evidence, such as a marriage certificate to confirm a change of name. If this cannot be produced you can have your version recorded on the file.

• Prevent direct marketing

We do not pass your details onto direct marketing companies, but occasionally send targeted information to customers. If you do not want to receive marketing materials that specifically target you (i.e. you receive a newsletter because you are a resident), you can request in writing that we stop.

If you would like some independent advice about data protection, you can contact your local Citizens Advice Bureau or the Information Commissioner's Office at:

Wycliffe House
Wilmslow
Cheshire SK9 5AF
Tel: **08456 30 60 60**
Website: **www.ico.gov.uk**

Further information

If you would like to receive further information regarding data protection and your rights please contact your local office.

This leaflet contains information about Data Protection. If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

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