



herefordshire housing

>People >Homes >Communities

# Access to Personal Information and your rights



Creating quality choices for communities

## Introduction

Do you know what personal information is held about you and why we need it? In this leaflet we explain your rights, as a user of Herefordshire Housing's services, to see your personal information and be provided with information about the uses to which it is put.

### What are your rights?

You have the right to:

- ask Herefordshire Housing if we hold personal information about you
- ask what we use the information for
- be given a copy of the information
- be given details of the purposes for which Herefordshire Housing uses the information and who it may be disclosed to
- ask for incorrect information to be put right

### Why do we keep personal information?

Herefordshire Housing keeps personal information about you in order that we can:

- provide you with the services you require
- collect rent
- provide you with up-to-date information about our services
- maintain our records of any services we have provided you with

### Who do we share information with?

Depending on the original purpose for which it was obtained and the use to which it is to be put, information about you may be shared with a variety of organisations. This will be done where it is essential to enable the Company to carry out its duties; some examples include:

- Social Services
- Health Services
- Housing Benefits
- Home Point

In all of these examples the information provided will only be the minimum required to enable them to provide services to you.

Your personal information may also be provided to Government departments, including the Police, where we are required to do so by law, or to local authorities. An example would be when you move from one housing provider to another and the new provider requires details of your tenancy.

Information about you may also be used for statistical purposes. This will not include your name and address unless you have given us permission beforehand.

## What sort of information do we hold?

The personal information we hold about you will depend on the service being provided. Basic information such as your name, address, date of birth, gender, etc, will appear on all records. In addition, other more sensitive data may also be kept such as details of your physical or mental health. We also keep data relating to the specific service we provide you with. This could include details about the level of rent you pay and the state of your

account, any adaptations that have been made to your property or details surrounding our investigations into your homelessness claim.

## How do we keep the information and who is responsible for it?

Your personal information is kept on secure computer systems and in secure paper filing systems. Maintaining records and keeping them secure is the responsibility of the department, which provides you with the service and all employees are required to comply with the 'Disclosure of Information' clause of Herefordshire Housing's Code of Conduct.



## Are the records confidential?

Herefordshire Housing has a robust Code of Conduct that all employees must be aware of and comply with. This includes respecting your right to confidentiality and ensuring that information about you is only used and given to others where it is necessary for the service we provide. We take great care to make sure that third parties cannot access the information without permission.

## How long do we keep our records about you?

Normally, we will only keep your records for as long as we require such information to provide you with services, or to refer to historic actions or events.

## How do you ask to see the information we hold about you?

If you wish to see the information we hold about you, you can request this at any time.

You will be provided with a copy of Herefordshire Housing's Data Protection and Confidentiality Policy,

and a "Data Subject Access Form". We need you to complete this in order to ensure that we comply with Data Protection legislation.

If you have difficulty with the form, please ask for assistance.

## What information will you receive?

You will receive copies of the personal information that you have requested to see which we keep on both our computer and structured paper filing systems.

## Can you see information about your family?

You may not see information about any other person, including members of your family, unless they have given their permission. If you are a parent or a member of an elderly person's family you may be provided with information about your child or the elderly person where Herefordshire Housing is satisfied that you have proved your identity and that you have genuine authority and reason to request the data.

## How will you be given the information?

You will be provided with a copy of the personal information we hold about you for you to keep and use. This may be a printout of the information from our computer system or a photocopy of any paper records. If you have difficulty in understanding any of the contents of your files, please ask for assistance.

## Will you be charged a fee?

It is Herefordshire Housing's policy to charge a small fee of £10 for providing individuals with personal information they have requested. This is to cover the costs of printing or photocopying and paper used. We cannot process your request until we have received payment.

## How long does it take to provide the information?

Access must be granted within 40 days of receiving your request to see your information.

## What should you do when you get the information?

When you receive the information you should check that you have been given

all of the information that you have requested and also make sure that it is accurate.

## What should you do if the information is incorrect?

You should tell us straight away in writing if any of your data is incorrect and ask us to put it right. We must let you know if we have or have not corrected the data within 21 days of you asking us to do so. If we do not agree that the information is incorrect you can ask us to record your disagreement on the file itself.

If Herefordshire Housing does not correct the information you may appeal to the Information Commissioner who has the power to order us to do so.

You can contact the Information Commissioner by calling their helpline on 0303 123 1113 between 9.00 a.m. and 5.00 p.m.

Or you can write to Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Or visit their website [www.ico.gov.uk](http://www.ico.gov.uk)

## Do you have any other rights under the Data Protection Act?

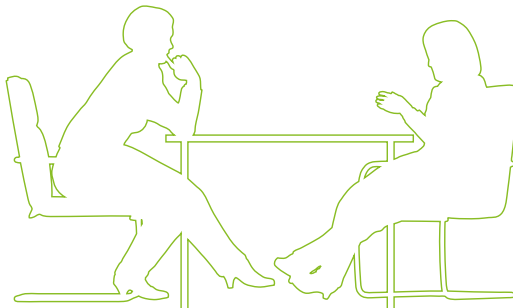
In addition to your right to access your data, you also have the following rights:

- to prevent use of information likely to cause damage or distress
- to prevent use for the purposes of direct marketing
- not to be the subject of decisions based on automated means
- to take action for compensation if you have suffered damage by any breach of the Data Protection Act by Herefordshire Housing
- to make a request to the Information Commissioner for an assessment as to whether the Act has been breached by Herefordshire Housing

## What does the Information Commissioner do?

You can complain to the Information Commissioner if you feel that Herefordshire Housing has breached any of the requirements of the Data Protection Act. This could include a breach of any of the Data Protection Principles issued by the Information Commissioner, failure to respond to any of your written requests or refusing to provide you with the personal information you have requested.

You can contact the Information Commissioner and request that they carry out an assessment of the way Herefordshire Housing uses your data to find out whether or not we are complying with the Act. If the Commissioner were to decide that we were not, then Herefordshire Housing would be issued with a notice requiring us to take steps to ensure that we do.



## Contact us

You can call in at any of our offices to talk to us.

### Head Office:

Legion Way  
Hereford HR1 1LN  
HR1 1L

### Telephone Number:

0300 777 4321

### City Centre Office:

One-Stop Shop,  
84-86 Widemarsh Street, Hereford  
HR4 9HG

### South Wye Office:

Jubilee Court, Community Facility  
Kilvert Road, Newton Farm, Hereford  
HR2 7FE

### Email:

info@hhl.org.uk

**If you require this information leaflet in Braille,  
large print or audio format please call  
0300 777 4321**

**Minicom users please call: (01432) 378 487**

## Versions in other languages



### Polish

Przedstawiamy ważne informacje dotyczące zachowań antyspołecznych i chuligańskich. Jeśli masz trudności z czytaniem tej ulotki w języku angielskim, prosimy się z nami skontaktować pod numerem 0300 777 4321

### Russian

Это важная информация об антиобщественном поведении. Если Вы испытываете затруднения с прочтением данного листка на английском языке, пожалуйста, звоните по телефону 0300 777 4321

### Portuguese

Estas são informações importantes sobre Comportamento Anti-Social. Se tiver dificuldades em ler este folheto em inglês, favor telefonar para 0300 777 4321

### Lithuanian

Tai informacija apie asocialų elgesį. Jei norėtumėte gauti šios informacijos vertimą, prašom skambinti telefonu 0300 777 4321

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## Head Office

- > Herefordshire Housing Ltd, Legion Way, Hereford HR1 1LN
- > Telephone 0300 777 4321 > Fax 01432 384198
- > Email [info@hhl.org.uk](mailto:info@hhl.org.uk) > Website [www.hhl.org.uk](http://www.hhl.org.uk)

