

Privacy and data protection Statement

We are committed to protecting the personal information we collect about you. This privacy notice explains what happens to the information we collect for the purposes of lettings and allocations and housing management.

The Data Protection Act 1998 (and incoming General Data Protection Regulation from May 2018) and other laws apply to our use of anyone's personal information and everyone has rights regarding how their personal information is handled. Dolphin Square Charitable Foundation is the registered data controller (registration number ZA155775) for the purposes of the Data Protection Act 1998.

Information we may collect from you:

- 1) When you first make an application to us for housing:
 - Your name and contact details (telephone numbers and email addresses), for use across the organisation and by our suppliers and partners
 - Detailed personal information, such as age, sex, date of birth, ethnicity, income, National insurance number, private expenditure data, employment status, contact, gender, relationship status, any disabilities, access to financial services such as banks and credit unions, bank details, benefits, council tax, details of those who you want us to communicate with on your behalf, how you prefer us to contact you, whether you have any literacy problems, your ability to speak English and language preferences.
 - Medical information so that we can prioritise and assess a housing application
- 2) Information required to manage your tenancy and contact you your housing
 - Details relating to the repair and maintenance of your home
 - Feedback from our contractors, about their appointments with you
- 3) To provide security
 - We operate a CCTV system, which collects images and is used in accordance with CCTV policies and procedures.
- 4) For providing our housing services to you
 - Meeting your housing management needs and requirements
 - Managing payments from you, to you and for accounting purposes
 - Meeting our legal obligations including the requirements of our funders or regulators
 - To resolve complaints and queries

There may be times when we disclose your details to others, as follows:

- Our staff, advocacy partners, contractors and suppliers who provide services to you, or who provide services on our behalf. Where required we will ensure that we have appropriate information sharing protocols in place.
- Housing contractors for example, to undertake repairs or improvements to your home as instructed by our managing agent Touchstone.
- Our contractors who handle our out-of-hours service calls for us
- Local authorities, other housing and support organisations and statutory agencies
- Our solicitors
- Our insurers, in case of public liability claims and similar
- Credit reference agencies for rental tenants
- Debt collection agencies to collect current and former debit

- Utility companies
- Debt collection agencies acting for others and on our behalf

Data integrity and security

We strive to maintain the reliability, accuracy, completeness and currency of personal data in our databases and to protect the privacy and security of our databases. We keep your personal data only for as long as reasonably necessary for the purposes for which it was collected.

Our servers and our databases are protected by industry standard security technology, such as password protection.

The employees who have access to personal data have been trained to handle such data properly and in accordance with latest regulation. Although we cannot guarantee against any loss, misuse, unauthorised disclosure, alteration or destruction of data, we try to prevent such unfortunate occurrences.

Data access and corrections

Under section 7 of the Data Protection Act you have right to request a copy of the information that we hold about you.

We do not always make a charge for this; however, we do reserve the right to make a charge of no more than £10 for more complex cases.

To request information please complete and [return a request form](#). Upon receipt of your request and enough information to permit us to identify your personal data we will disclose the personal data we hold about you.