

GROVE COMMUNITY HOUSING ASSOCIATION LTD

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PRIVACY NOTICE

How We Use Your Personal Information

The Privacy & security of your personal information is very important to us

Your contact with Grove Community Housing Association generates records, including records involving personal information which is subject to Data Protection legislation. This Privacy Notice explains how and why we use and protect your personal data so you can be confident about giving us your information. We will never sell your personal data and will only share it with organisations we work with when it is appropriate and the privacy and security of your data is assured.

Who we are

Grove Housing Association owns and manages 218 social housing homes for rent around York Road and Shore Road in Belfast. We are an Industrial & Provident Society registered with the Financial Conduct Authority, the Department for Communities NI and the Charity Commission for Northern Ireland.

Basis for processing personal information

This is in accordance with Section 6 (1)(b) of the General Data Protection Regulation (GDPR) – processing is necessary for the performance of a contract with you. This may apply for example to terms of the Tenancy Agreement between Grove and its tenants or to a contract with a supplier or an employee. If the processing is necessary for the contract, it is lawful.

Why we collect information

Customers:

Personal data will be collected and used in relation to allocating homes and providing services to manage tenancies and maintain properties.

Those with whom we have business relationships

Grove will hold details for contact, payments and contracts.

Employees

Details will be held as required, such as for recruitment, contacting, salaries, tax, pension, sickness or disciplinary matters.

Visitors

Records will be kept where relevant for services about contact with us by phone, email, website, in writing or in person.

CCTV

Grove's office has Closed Circuit Television (CCTV) and you may be recorded when you visit. CCTV is used to provide security and to verify events if there are disputes. It will only be viewed when necessary and relevant, and footage is stored for a limited period.

Sharing your personal information

Your personal information will be kept secure and confidential and is accessed or shared on a "need to know" basis.

Third parties, who are also subject to Data Protection requirements to keep data safe, may need information as follows:

- Maintenance contractors need contact details to get access to carry out repairs;
- The Housing Executive for Housing Benefit or re-housing applications;
- SDM Housing Software while providing software support to Grove;
- EOS Systems while providing general IT support. Electronic information is also backed up through EOS and third party cloud hosting (within the European Union);
- It may be necessary to share certain information with agencies and authorities Grove works with, such as Belfast City Council, Social Services, PSNI, solicitors court services, and other social landlords;
- Information for our regulators, auditors or funders.

Please be aware:

- Addresses may be shared with utility companies so billing details are correct.
- If you default on any tenancy/licence conditions with us, information about you may be provided to authorised debt recovery agencies.
- We may discuss your financial situation, rent payments (including any arrears) and any claims made for welfare benefits with an external debt advice agency, welfare rights advisor, the Housing Benefit department or housing advice and homeless prevention team to make sure that benefits are paid correctly.
- We may pass your contact information to a third party to conduct surveys and research on our behalf to gather feedback and improve the services we offer you.
- We may share your National Insurance number to verify your Universal Credit application and manage these payments.
- We may pass on information to the appropriate authorities to prevent and investigate fraud relating to tenancies, succession and right to buy applications.

How long we keep your information

All information will be held in accordance with the Associations retention and disposal schedule (see our website at www.groveha.org.uk) and will be disposed of securely when no longer required.

Your rights

You have certain rights with regard to data we hold on you, including asking to see what we hold, correcting it and asking that it is deleted or its use restricted. For further information see the Information Commissioner's website <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Complaints or concerns

If you are not satisfied with our response, or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO). Contact details are:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF Phone: 0303 123 1113 Email: casework@ico.org.uk

This Privacy Notice was provided in June 2018 and will be updated to reflect changes either to the way in which we operate or changes to Data Protection legislation.

If you would like this Privacy Notice in a different format, such as larger print, please let us know.