

1. Tenancy Agreements – Service Level Privacy Notice

Date: 08 April 2019

How we Handle Your Personal Information when - you apply and sign up for a Greatwell Homes Tenancy

On the 25th May 2018 the Data Protection law changed and the General Data Protection Regulation, known as GDPR, came into effect. GDPR imposes additional obligations on organisations and gives you extra rights around how your personal information is used.

We want you to know that Greatwell Homes respects your personal information that we collect when you apply and sign up for a Greatwell Homes tenancy and that we take the security of your information very seriously. Our main customer Privacy Notice tells you more about the data we hold on you, what we do with that data and who we share your data with and you can view it at <http://www.Greatwellhomes.org.uk/about-us/legal/>

The table below explains how Greatwell Homes uses your personal information when you apply for and sign a Tenancy Agreement and why we need it. We also use your information to support you with your tenancy – e.g. if you have health issues we may need to provide you with adaptations or a home move and so we can provide debt and benefit support if required.

Service	Housing Tenancy Agreements	
Why we collect information about you	We collect personal information from you when you are applying for a tenancy with Greatwell Homes. We will also collect personal information about any household members that live with you. We may also collect Next of Kin details for your emergency contact. We start collecting this information from you when you are nominated by your local council through their Choice Based Lettings system to apply for a home with Greatwell Homes. We have access to the Choice Based Lettings system to view the data about you so that we can help you find a home.	
Why we are allowed to use your information	Legal obligation or public task under various UK laws including but not limited to: <ul style="list-style-type: none">• The Localism Act 2011• The Equality Act 2010• Housing Act 1996 - Under data protection legislation, processing of this information is allowed because we have a statutory duty to provide a housing service, and so the management of that service is in the public interest. This duty is created by various pieces of legislation, including the Housing Act 1996.	

	<ul style="list-style-type: none"> • Anti Social Behaviour Act 2003 • Anti Social Behaviour and Crime Act 2014 • Crime Disorder Act 1998 • Council Tax Order 1992 • Defective Premises Act • Energy Performance of Building Act 2010 • Finance Act 2003 • Gas Safety (installation and use) Regulations 1998 • Welfare Reform Act 2007 <p>Contract – For the management of your tenancy with us. Legal obligation. Vital interest</p>	
<p>What information do we collect about you and your Household Members?</p>	<p>Personal information We may hold some or all of the following personal information about our customers, family members, household members, people outside your household connected with anti-social behaviour and tenancy breaches:</p> <ul style="list-style-type: none"> • Contact details • National insurance no • Income details including employer details where applicable • Bank details • Proof of ID • Photo ID • Benefit documents • Date of Birth • Tenancy details including previous tenancy details <p>Sensitive personal information we may also collect</p> <ul style="list-style-type: none"> • Physical and mental health information – for example if a tenant has required accessibility modifications to a property • Criminal convictions 	

Who we can share your information with and how we will use the information we collect about you	How your information will be used:	Who we will share this information with	Pre Tenancy	Tenancy Agreement	Tenancy Support	Rent	Mutual Exchanges
	During the tenancy process						
	To help process your Housing Benefit and Council Tax and also when you move home	Local Councils	√	√	√	√	√
	To update your tenancy applications through Choice Based Lettings	Local Councils Housing Associations	√		√		
	To provide services related to Universal Credit and other benefit related activity	Department of Work and Pensions			√	√	
To process health and welfare information about tenants, household members in the case of vulnerable customers or those living in our Independent Living Schemes	Life Line (Tunstall), Olympus Care, Contractors installing aids and adaptations, Health Providers and NHS	√	√	√			

To deal with and manage the exchange of contracts and completion of a property transaction	Lawyers Land Registry Councils Housing Associations Banks Developers	√	√	√	√	√
For rent and utility payments						
To set up direct debits to pay your rent through the Customer Portal	Barclays			√	√	√
For gas and electricity suppliers to set up and manage your accounts and also when you move home	Gas and Electricity Suppliers		√	√		
For water suppliers to set up and manage your accounts and also when you move home	Anglia Water or other water supplier		√	√		
To provide services related to tenancies – for example facilitating optional contents insurance	Thistle Home Insurance		√	√		
To our payment cards provider so that they can send you a payment card and billing letters	All Pay		√	√	√	
For Legal and Insurance purposes						
To enforce breaches of the tenancy agreement (e.g. Antisocial behaviour, condition of homes)	Lawyers, police, social services, courts, fire service			√		√
To take action, including legal action, against people engaging in conduct capable of causing housing-related anti-social behaviour or sharing information with services involved in responding to allegations of crime and anti-social behaviour.	Lawyers Police Courts Fire Service Bailiffs Social Services		√	√	√	

To deal with legal disputes and claims involving you such as non-payment of your rent	Citizens Advice Banks Lawyers Financial Advisors Insolvency Agency Social Services	√	√	√	√	√
To process any insurance claims relating to you, your family or your home	Approved insurance providers	√	√	√	√	√
To collate information about accidents, incidents and dangerous occurrences in relation to the injured person. This may also include collecting information from potential witnesses	Health and Safety Executive and approved insurance providers	√	√	√	√	√
For repairs, maintenance and compliance						
To provide estate management to enable your local area clean and tidy	Local Council		√	√		
To carry out repairs and maintenance to your home works to your home	Approved Repair and Maintenance contractors		√	√		√
To carry out rechargeable repairs for void properties	Approved Repair and Maintenance contractors	√	√	√	√	√
To carry out compliance checks throughout your tenancy (e.g. gas, electricity, asbestos)	Approved asbestos, electrical, gas, Energy Performance Certificate contractors		√	√		√

To carry out planned improvement works such as replacing windows, roofs and doors.	Approved building, roof and electrical, environmental and window contractors		√	√		√
To report any development defects with new build homes	Developers	√	√	√		
To send text messages regarding your information regarding your repair appointments and satisfaction with your repair	Service Connect		√	√	√	
To provide you with temporary accommodation in the unforeseen circumstances when your home is unsafe to remain in	Approved temporary accommodation/travel providers such as: ICAB Hotels Taxi companies		√	√	√	
Reporting enquiries, claims and complaints						
To deal with enquiries, claims, complaints and other communications from you	Developers Contractors Local Councils		√	√		
To enable you to access the customer portal on our website	Customer portal and website providers (HGA)	√	√	√	√	
For Greatwell Homes' obligations						
To manage our business such as creating reports for non-payment of rents or to send you information about your rent and service charge	Rent Sense Mailing companies	√	√	√	√	√

To undertake statutory returns for housing providers	Continuous Recording Social Housing Lettings Sale Systems (CORE)	√				√
To identify any tenancy fraud and to aid in debt collection	Experian	√	√	√	√	√
Storage of relevant information relating to you or your home	Approved scanning and storage companies	√	√	√	√	√
For automated profiling to identify areas/trends of non-payment of rent to help you manage your tenancy	Rent Sense	√	√	√	√	
To send text messages for Greatwell Homes events and important information regarding your rent account	Mobysoft Vodafone	√	√	√	√	
To ensure our staff our safe when undertaking lone visits to homes we may provide information to our lone device provider regarding the details of who and where they are visiting	Solo Protect	√	√	√	√	√
For marketing and research						
To publicise our news in print or on our website - with consent only if referring to a customer in an article/news item	Website providers PR agency and printers	√	√	√	√	
To conduct data analytics, research, collect your views and undertake surveys e.g. for STAR Survey or when you voluntarily complete a customer survey or attend	Research agencies such as TLF Involved Customers who have signed a confidentiality agreement	√	√	√	√	√

	a consultation event that Greatwell Homes is involved in.						
	To tell you about customer involvement opportunities with your consent	Research agencies and survey companies	√		√		
	To provide services to help you to manage your tenancy	Education, support and training providers	√	√	√	√	√
What happens if I fail to provide information?	If you fail to provide the information that we require this may affect your housing application as we need this information to comply with our Allocations Policy. We also need to make sure that we provide you with a home that is suitable for your needs, well maintained and without your information we may be unable to do this.						
Will computers make any decisions about me using the information you provide?	No						
Will my information be sent to other countries?	No						

For more information regarding the above please email data.protection@greatwellhomes.org.uk