

Seeing your personal data

The Data Protection Act allows you to ask for the personal data we hold about you. However, if you have a particular query, using the Act may not always provide you with what you want, so you might want to talk to your neighbourhood housing officer first.

You still have a right to use the provisions of the Act to see your personal data, please ask at our office for a form and note that a fee of £10 is payable for this service.

If you have any questions about data protection at Worthing Homes or the provisions of the Data Protection Act please contact your Neighbourhood Housing Officer first.

If you need to you can contact our Data Protection Officer use the details below.

Our address is:

Worthing Homes
Davison House
North Street
Worthing
West Sussex
BN11 1ER

Our telephone and email address are:

Telephone: **01903 703 100** (switchboard)

01903 703 102 (Housing)

Email: **info@worthing-homes.org.uk**

Web site: **www.worthing-homes.org.uk**

Worthing Homes Limited is a Registered Social Landlord



Worthing
HOMES

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T: 01903 703 100
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Worthing
HOMES



What we do with your personal information

Personal data

This leaflet lets you know what we do with the information you give us and how we look after it



We need to collect and use both personal and private information about you so that we can carry out our work, help you and provide the services you expect.

The Data Protection Act has clear rules about information that can be used to identify you and is held in computer systems or organised filing systems.

This information is called 'personal data'. Worthing Homes and its staff use every effort to comply with the rules about storing personal data and to keep it safe.

How we use your data



If you become a tenant or a leaseholder

We will collect more information about you to ensure that we can provide you with the services that meet your needs. Please help us by letting us know if there are any changes to your personal information.

If you don't live in one of our homes, but we provide a service for you

We will ask for any information we need to provide the services you have asked for.

If you apply for a job with us

If you are unsuccessful we will destroy any information from your job application after six months. This is also the case if you have applied for a place on the residents' panel, a board member position or to become a shareholder.

If you work for us or become one of our resident's panel, a board member or shareholder, we may collect further information. Please let us know if there are any changes to your personal information.

If you become a member of staff

We will post your photo on our internal intranet to help communication between staff and our different offices. Depending on your work area your photo may be used on an internal notice board as well. If you are a board member or a director your photo will be posted on our web site.

Our promises

- We aim to hold personal data securely whether it is within our IT system or our manual filing arrangements. Passwords are used to protect IT files where necessary.
- When we no longer need to use or keep your personal data we will destroy it in a secure way within a reasonable time.
- We collect and keep personal data to allow us to monitor things such as diversity; or to predict future service needs. When this information is used it will be anonymous.
- Your personal data will be available to our staff and Board Members when they need to see it in connection with their work, and we may share your information with other organisations, where we work with them. For example this may be our repair contractors, insurance brokers, primary care trusts, local authorities and other partners. This may include recovery agents if you leave your property and owe us money.
- We will only share your personal data where we have an agreement with the other organisation and they commit to take care of it.
- We may disclose your personal data to others in certain circumstances. Organisations that may ask us for information include: other housing associations, statutory authorities (such as the Police and HM Customs & Excise) and public utilities, such as gas and electricity suppliers. We will always ask these organisations why they need information and will only give out the details that are needed.
- If you have given information to another organisation and they share it with us so that we can provide them with a service, we will treat it in the same way as if it had come to us directly.
- We may use your personal data to tell you more about Worthing Homes' services and initiatives that could benefit you, but we will not allow other organisations to market services to you.

