

Privacy policy

Last updated - 9 July 2018

When we collect any personal information here is what you need to know.

Who is responsible for my information?

WHHC is a registered Data Controller. As a social housing landlord we have a legal obligation to collect, process and store personal data.

What information do we collect and how will use that information?

We collect and process personal information for the following purposes:

- providing social housing
- provide associated welfare services advice and support
- information support and safeguarding individuals
- in order to comply with any other legal obligations

We will only collect information that we need to deliver services to residents.

Who may we share information with?

Your information will be shared internally and externally, where necessary for repairs and other relevant services that are available to you. Only staff that needs to see your personal data will be allowed access to it.

In most circumstances we will not disclose your personal information without consent, except to the following as required by law or in emergency situations:

- Housing Benefit departments and benefits offices
- local authorities
- police
- electricity / water / gas companies
- organizations that we contract/partner with to provide services on our behalf
- National Housing Federation
- Housing Associations regulator

We may legally share information:

- in prevention or detection of crime and fraud
- in connection with legal proceedings
- in relation to the physical or mental health of an individual where disclosure is required to protect them or others from serious harm
- for research and statistical purposes
- in order to carry our contractual obligations

- in order that third parties can carry out duties or services on our behalf
- to protect the health and safety of our staff
- to comply with the law

Personal data collected by us will normally be stored and processed in the United Kingdom.

Your rights in relation to your data:

- the right to be informed
- the right of access
- the right to rectification
- the right to erase
- the right to restrict processing
- the right to data portability
- the right to object
- the right in relation to automated decision-making and profiling

For more information on all individual rights visit the information Commissioner's website <https://ico.org.uk/>

Access to your own personal information

You have the right to request a copy of information that we hold about you. Contact us on 020 7328 8956 for more information or to request a copy of information we hold on you.

The right to challenge information held about you.

you have the right to ask any information to be removed from your file that you think is an accurate out of date misleading or excessive.

The right to object to marketing

We don't participate in any online or off-line marketing schemes and your information will never be sold or passed on to third parties for this purpose.

The right to be forgotten

We aim to keep files for no longer than is necessary and use the NHF data retention guidelines as a guide.

All other rights will be withheld if there is a legal basis.

WHHC recognises its responsibility for protecting the online and off-line privacy of your personal information. If you have questions or comments about our administration of your personal information please contact us on 020 7328 8956 or email sean.edwards@whhc.net