



Privacy Notice – How we use your personal information

Purpose of this Privacy Notice

This Privacy Notice tells you what to expect when Hanover processes personal information. It applies to information about applicants, homeowners and other service users. It tells you the purposes for which we may process your personal information and the legal basis for the processing. Processing includes us just keeping your personal information.

Why do we collect and store personal information?

Hanover needs to collect; process and store personal information about you and other household members. We do this to operate as a registered provider of housing and to deliver efficient and effective services.

Information we may hold about you and how we use it

The information we hold on our records concerns our relationship with you. For example:

- We hold names and dates of birth. This is to assess your eligibility for some Hanover properties, and sometimes information about your previous housing circumstances.
- We hold contact details for you so we can communicate with you, and keep you informed about services we offer which may be useful to you. When you provide information about household members we assume that you do so with their full knowledge and consent.
- We record information about your needs. Examples of this are if you have a carer or social worker or if you need adaptations in your home. You may need large print to make sure we understand any support needs or to improve our communications with you.
- We record information to enable us to provide housing management services. For example we record reports of anti-social behaviour; and complaints.
- We keep financial records about the amount of money you have paid us; any amount(s) outstanding and action taken to recover money you owe.
- We may hold information about you to arrange or provide care and support services.
- We may hold information to help us offer advice about entitlements and payments and process them.

- We may hold information to arrange scheme services. For example to apply for a concessionary TV licence on behalf of your Estate.
- We may record your telephone calls to our switchboard for training and monitoring purposes to ensure we're delivering a good service. Any call recordings will be held in line with our corporate retention policy before being erased.
- We may capture your image on our CCTV systems if you visit a property, office or community facility which is covered by this facility. Any CCTV recordings will be held in line with our corporate retention policy before being erased.
- We record the findings of surveys and other research to help us improve our service to customers. The information you provide will be anonymous unless you agree that we can use your details.

This list is not exhaustive, as we hold records of most contact we have with you, or about you. We process this information so we can deliver services to you. Generally the information we hold will have been provided by you (on application or enquiry forms or when we communicate with you). However, we may also hold information provided by third parties where this is relevant to your housing circumstances. An example would be social workers and health professionals (such as doctors and occupational therapists).

We will only ask for personal information that is appropriate to enable us to deliver our services. In some cases you can refuse to provide your details if you deem a request to be inappropriate. You should note that this may impact our ability to provide some services to you if you refuse to provide information that stops us from doing so.

How we manage your personal information

We process your personal information in accordance with the principles of Data Protection Regulation.

We will treat your personal information fairly and lawfully and we will ensure that information is:

- Processed for limited purposes;
- Kept up-to-date, accurate, relevant and not excessive;
- Not kept longer than is necessary;
- Kept secure.

Access to personal information is restricted to authorised individuals on a strictly need to know basis.

We are committed to keeping your personal details up to date, and ask that you inform us about any changes needed to ensure your details are accurate.

We may ask you security questions to confirm your identity when you call us. This is to help us to protect the confidentiality of your personal information. We will not discuss your personal information with anyone other than you, unless you have given us prior written authorisation to do so.

Legal basis for processing

Our main legal basis for processing personal data is where it is necessary for the purposes of the legitimate interests pursued by Hanover or by a third party to process your information in order to support the terms and conditions of your occupancy. We can do that so long as we do not interfere with your fundamental rights or freedoms.

The other reasons we can rely upon to process your personal information under Data Protection Act is as follows:

- With your consent (i.e. agreement) to us processing your personal information. You can withdraw your consent at any time. This is explained further below in the section entitled 'Your rights'.
- Where we are under a legal obligation or an obligation under a contract to process/disclose the information
- Where we need to protect the vital interests (i.e. the health and safety) of you or another person

Special categories of personal data are defined within the regulation and covers racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, processing of genetic or biometric data for the purposes of identifying a natural person, data concerning health or data concerning a persons sexual orientation. The legal basis for processing these special categories of personal information is more limited. To lawfully process special categories of personal data, we must identify a lawful basis for the processing and meet a separate condition for the processing. The basis on which we can use these are:

- With your consent;
- Where we need to protect the vital interests (i.e. the health and safety) of you or another person;
- Where you have already made your personal information public;
- Where we or another person needs to bring or defend legal claims; and/or
- Substantial public interest grounds

Periods for which we will store your personal information

We will only hold your records during the period of our relationship with you and for a set period afterwards to allow us to meet our legal obligations. This includes resolving any follow up issues between us. For example if you live in one of our properties we will hold information about you for the duration of your occupancy. When your occupancy ends we will usually keep records about you for up to 7 years.

Sharing your personal information

Normally, only Hanover staff will be able to see and process your personal information. However, there may be times when we will share relevant information with third parties. We do this for the purposes as outlined above, or where we are legally required to do so. When sharing personal information, we will comply with all aspects of the Data Protection Act. Sensitive information about health, sexual life, race, religion and criminal activity for example is subject to particularly stringent security and confidentiality measures.

Where necessary or required, we may share information as follows:

- With our contractors, in order to undertake repairs, maintenance or improvement works
- With third party service providers, in connection with services performed on our behalf. Our relationships with such providers are governed by our contracts with them which include strict data sharing and confidentiality protocols.
- With estate agents or similar organisations employed by Hanover.
- With community partners in connection with the delivery of coordinated local services.
- With utility companies and their representatives, in connection with unpaid bills (gas, electricity & water).
- With credit reference agencies and debt collection agencies, in connection with some housing applications and in relation to any outstanding charges owed once residents leave their Hanover Housing home.
- With local authorities and government departments, as necessary for administering justice, or for exercising statutory, governmental, or other public functions.
- With police and other relevant authorities (e.g. Probation Service, Department of Work & Pensions, HM Revenues & Customs) in relation to the prevention or detection of crime and fraud; the apprehension or prosecution of offenders and the assessment or collection of tax or duty.
- With other statutory organisations, e.g. social services & health authorities, as necessary for exercising statutory functions
- With our regulator, the Homes & Communities Agency (HCA), to comply with our regulatory obligations.

This list is not exhaustive as there are other circumstances where we may also be required to share information, for example:

- To meet our legal obligations
- In connection with legal proceedings (or where we are instructed to do so by Court order)
- To protect the vital interests of an individual (in a life or death situation)

Your rights under the Data Protection regulation

Data Protection law grants you certain rights ('information rights') which provide :

Right of access and of data portability	You have the right of access to information we hold about or concerning you and/or to have it transferred to another data controller in some circumstances. If you would like to exercise this right you should contact us as outlined below.
Right of rectification or erasure	If you feel that any data that we hold about you is inaccurate you have the right to ask us to correct or rectify it. You also have a right to ask us to erase information about you where you can demonstrate that the data we hold is no longer needed by us. Your right of rectification and erasure extends to anyone we have disclosed your personal information to and we will/shall take all reasonable steps to inform those with whom we have shared your data about your request for erasure.
Right to restriction of processing	You have a right to request that we refrain from processing your data where you contest its accuracy, or the processing is unlawful and you have opposed its erasure, or where we don't need to hold your data anymore but you need us to in order to establish, exercise or defend any legal claims, or we are in dispute about the legality of our processing your personal data. If you need us to correct any mistakes please email datagovernancemanager@hanover.org.uk
Right to object	You have a right to object to our processing of your personal data where the basis of the processing is our legitimate interests including but not limited to direct marketing and profiling. To object to our processing your personal data please email datagovernancemanager@hanover.org.uk
Right to Withdraw Consent	You have the right to withdraw your consent for the processing of your personal data where the processing is based on consent. To withdraw consent please email datagovernancemanager@hanover.org.uk
Right of Complaint	You also have a right to lodge a complaint about any aspect of how we are handling your data with the Information Commissioner's Office who can be contacted at www.ico.org.uk .

Changes to this Privacy Notice

We keep our privacy notice under regular review and will place any updates on our website; you will be notified of any major changes to this policy.

Identity and contact details of Controller

Hanover Housing Association is the controller of personal information for the purposes of the Data Protection Act. The data controller is responsible for deciding how your information is used and ensuring it is private and secure.

The individual responsible for data protection compliance at Hanover Housing Association is the Data Protection Officer. They can be contacted at:

DPO@Hanover.org.uk

Data Protection Officer
Hanover Housing Association
Nelson House
Alington Road
St Neots
PE19 6RE

Further information

For further information on how to request your personal information please contact estate based staff or Data Protection Officer. You can also contact the Data Protection Officer for further details of how and why we process your information, using the details above.

The Information Commissioner (ICO) is also a source of further information about your data protection rights. The ICO is an independent official body, and one of their primary functions is to administer the provisions of the Data Protection Act.

You have the right to complain to the ICO if you think we have breached the Data Protection Act. You can contact the ICO at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow,
Cheshire SK9 5AF
0303 123 1113 / <http://www.ico.org.uk/>

Contacting you

We may contact you to deal with matters about your occupancy or application. We will also contact you when we need to consult with you about any proposed changes to our service.

“We” “us” or “Hanover” means Hanover Housing Association and its subsidiary and or associated organisations or members of its group

Hanover Housing Association – an Exempt Charity, Registered Society under the Co-operative and Community Benefit Societies Act 2014 No. 16324R, Homes and Communities Agency No. L0071. Member of the Independent Housing Ombudsman Scheme. Registered Office – Nelson House, Alington Road, Little Barford, St Neots PE19 6RE.