How we use personal information that you give to us

Privacy Policy

Contents

		Page
	Introduction	3
	The Housing Plus Group	4
	What is personal information?	5
	When do we collect personal information?	8
	What do we use your personal information for?	12
	Who can see the information?	15
	How do we keep information safe?	16
	How long do we keep people's personal information?	18
	Your rights	19
	Information about staff	21
	Sharing information	23
	For more information	25

Introduction

The Housing Plus Group is responsible for keeping your personal information safe.

We take this very seriously.

We keep your information safe in the way that is set out in the law.

Our privacy policy

This is our **Privacy Policy**.

A **policy** is a rule for all the people who work for Housing Plus Group.

The Housing Plus Group

The Housing Plus Group was set up on 1st October 2016.

We are made up of different organisations which include:

- Homes Plus, a Housing Association providing affordable homes
- Care Plus, who provides care and support for older people and people with disabilities
- Property Plus, who repairs and maintain our properties
- Severn Homes

We provide homes and services in Staffordshire, Shropshire, Telford and Wrekin and Dudley.

What is personal information?

Personal information is information that people can use to find out who you are.

It might be:

- Your name

- Your address

- Your National Insurance Number

- Your Date of Birth

- Your telephone number

- Your email address

- Photographs

- Video or **CCTV**

CCTV stands for Closed Circuit Television. We have video cameras filming in many shared areas inside and outside our properties.

We do this to help to keep people safe.

Sensitive personal data

The law says that certain information is sensitive and may be treated in a different way.

This includes:

- Your gender

- Your race or ethnic type

- Your religion or beliefs

- Whether you are gay or straight

- If you are the member of a union

- If you have been in trouble with the law

When do we collect personal information?

We collect personal information from you:

- When you apply to rent a home from us

- When you apply to buy or share a home with us

- While you are renting a home with us

- When you answer surveys or questionnaires

- When you take part in competitions

- When you report repairs or problems with the property

- When you leave one of our homes

- When we give you a support or care service

- If you apply for a job with us

We may record telephone calls to hep us with training our staff.

We may video you on **CCTV** in shared areas.

Adding information

We may add our own information to your record.

For example we may want to add a note which says:

- You are vulnerable. This means you are more likely to come to some harm

You have behaviour problems

Cookies

A cookie is a small bit of computer code that may be put on the computers of people who look at our website.

The cookie helps us give people a good service and provide the information people want.

It also helps us to understand more about the people who use our website.

People will be asked if the are happy to accept the cookies.

What do we use your information for?

We use your personal information to:

- Give you a good service if you need a repair or work done in your home

- Send information to you

- Contacting you

- Making sure we are communicating with you in the best way for you

- Check how good our service is
- Keep proper records about our business

Checking your personal information

Sometimes the law says that we have to check your personal information.

For example we have to check that a person is allowed to work in the UK before giving them a job.

Sensitive personal information

We may use your sensitive personal information to work out how many people of a certain type are doing a certain thing.

For example we may need to know how many black people have a support service.

We may use people's sensitive personal information to make sure we are being fair to everyone. For example:

We may use information about a person's disability to make sure they can take part in an interview.

We need to check that we are providing a fair service to people from different races, genders, and sexuality.

Who can see the information?

Your personal information will be only seen by people who work for the Housing Plus Group.

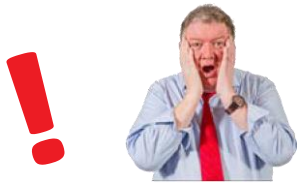
It will only be shared with people outside the organisation in certain circumstances.

For example to check that someone who wants a job with us has not been in trouble with the law.

How do we keep information safe?

The Housing Plus Group has rules to make sure that your personal information is not:

- Lost

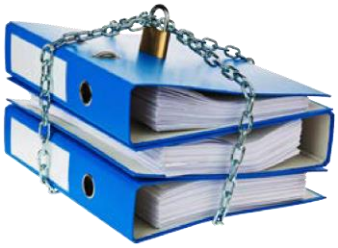


- Accidentally destroyed

- Used in the wrong way

- Given to the wrong people

If your information is kept on a computer system it will be kept safe with passwords that are changed regularly.



If your information is on paper, it will be kept in a locked filing cabinet.

When you call us

When you call us we will ask you some security questions before we can give you any information.

This to make sure we don’t give any of your information to other people.

Staff training

Staff get training about how to keep information safe.

The management will make regular checks that information is being looked after and used in the proper way.

How long do we keep people's personal information?

If you apply for a job, but don't get it, we will keep your information for 6 months and then destroy it.

We keep the personal information for people who do have a job with us for 6 years after they stop working for us.

For other information we have a separate document which explains how long personal information is kept for different circumstances. This document is called the Document Retention Schedule.

Your rights

You have the right:

- To be told about what personal information is kept and how it is used

- To ask to see the information we keep about you

- To have any wrong information put right

- To ask for information to be deleted if there is no good reason to keep it

- To be told if we are using your information for certain things

- To object to use using your information for certain things

If you are not happy with the way we are looking after your personal information you can complain to the Information Commissioners Office:

Web: **www.ico.org.uk**

Tel: **0303 123 1113**

Information about staff

Housing Plus Group collects and keeps information about the people who work for us. This includes:

- Their name, address, telephone number, date of birth

- Information about the exams they have passed, their skills, and the other places they have worked

- Information about their pay and tax

- Their bank account and national insurance number

- The details of family members we should contact if anything happens

- The country they come from and whether you are allowed to work in the UK

- Information about any times they have been in trouble with the law

- Information about how much they are paying into the pension scheme

- Information about the days they have been at work

- Information about the days they have taken off on holiday or off sick

- Details of any times they have been in trouble at work, or have complained about your manager

- Information about how well they do their job

- Information about health issues

- If they are in a trade union

We also keep sensitive information which includes their race, sexual orientation, religion or belief.

Sharing information

We may share your personal information:

- With other companies in the Housing Plus Group

- With companies that are doing work on your home

We will share your information in a way which is lawful.

If we need to get your permission to share your information we will tell you by letter, the website or on a form.

Sometimes we have to share your information without your permission. this might be:

- To prevent a crime

- To keep a vulnerable person safe

- To help to make sure benefits are being given in a proper way

- In an emergency

We may pass on your personal information to help other companies to do some work for us. This might be:

- A company who is looking into some part of our work for us

- A company who may be able to sell you things or services you might want

- Companies that you owe money too

For more information

If you want more information about keeping personal information safe you can contact:

The Information Commissioners office (ICO):

Web: **www.ico.org.uk**

Tel: **0303 123 1113**

Housing Plus Group:

Email:

data.protection@housingplusgroup.co.uk

Tel: **0800 048 8955** and ask for the Data Controller

Post:

The Data Controller

Housing Plus Group

Acton Court

Acton Gate

Stafford

ST18 9AP

How to complain

If you feel that we have not looked after your information properly please complain using our complaints procedure.

Email:

feedback@housingplusgroup.co.uk

Tel: **0800 048 8955**