



Privacy Notice
for Local Housing Companies to comply with General Data Protection Regulations
(GDPR)

Privacy Notice – This notice explains when we collect personal data, what we use it for, who we share it with and your rights.

Who are we: This Privacy Notice relates to all Council owned local housing companies including Wokingham Housing Limited, Berry Brook Homes Limited, Loddon Homes Limited, Shute End, Wokingham RG40 1WN

The lawful basis for processing the information: contracts Housing Act 1985

How do we collect information from you: We collect information from you on the following forms: Application Forms / Mutual Exchange Forms / Household Information Forms / Tenancy Visits/Audit / Tenancy Sustainment Officer Referral Forms / Financial Assessment / Direct Debit Form

The information we hold about you is usually information you have given us or information related to your history with the Council's Housing Services department. This is likely to include:

- Names and dates of birth of people in your household to keep our records up to date and help prevent tenancy fraud and illegal subletting.
- Contact details, such as telephone numbers and email addresses, so that we can communicate with you and keep you informed about other services which may be useful to you.
- Transaction history, such as payments of your rent or invoices, and your bank account details.
- Financial assessments on your household income and expenditure to help you to improve your financial circumstances.
- We may hold information provided by third parties where it is relevant to your circumstances, for example, information from social workers or health professionals.

All Loddon Homes and Berry Brook Homes properties are managed by Wokingham Borough Council and therefore we will utilise all Council systems for recording data. This includes occasions where the Council's computer systems are set up to use pre-programmed criteria to make automated decisions about you, for example determining your position on a housing waiting list or eligibility for a mutual exchange. You have a right to challenge the validity of any decisions made in this way. You may also ask us not to process your information in this way.

When you provide information about household members we assume that you do so with their full knowledge and consent. Where enquiries relate to household

members, it is in our legitimate interests to know who will be living in our premises to check that accommodation offered is adequate for current and near future needs of the household and to check that household members' needs are being met.

Provision of the information is a 'Contractual Requirement' and we may have a legal or contractual obligation to process this information. Without this information, we may be unable to manage your services. For example, we cannot consult with you about changes to your service if we do not hold your contact details. It is also in our legitimate interests to ensure that service delivery meets the needs of our service user and their household. Please speak to us with any concerns.

What type of information is collected from you:

As well as personal information (such as your name, address and data of birth) we may collect sensitive personal information (also known as special categories of data) of which may include:

- National Insurance Number
- Race or Ethnic origin
- Religious Beliefs or other beliefs of a similar nature
- Sexual Orientation
- Physical or Mental Health Conditions

We use this data to ensure services are delivered appropriately and to monitor Equality, Diversity and Inclusion. We will apply additional security and confidentiality measures when processing your sensitive personal information.

We will ask for your specific informed consent at the time of collecting this type of data.

How we use the information you have provided:

The information we hold will be used to enable us to consider any housing applications you make, to provide you with efficient housing services and to manage your tenancy. We will also use this information to help to improve our services.

Who has access to the information about you:

Only staff members who need to see your personal information will have access to it.

Who we may share your information with:



In most circumstances, we will not share your personal information without your permission. Where the information is of a sensitive nature, for example about your health, we will generally obtain consent from you prior to sharing this information, unless we are required or permitted to share this by law.

However, there may be situations where it is necessary for us to share some of your information with others. Where this is the case, we will only share this information when we are required to do so by the law and in line with our obligations under the Data Protection Act. Examples include situations involving the prevention and detection of crime and to safeguard customers where they may be at risk. Some of the organisations that we may share data with include:

- The police and other relevant authorities (e.g. Department of Work & Pensions, Probation Service, HM Revenue and Customs) in relation to the prevention and detection of crime, the apprehension of offenders or the collection of tax or duty
- Utility companies and their representatives such as gas, electricity or water companies to ensure billing details are correct and to pursue any outstanding revenues
- Regulators, such as the National Housing Federation and Quality Care Commission, Homes England
- Organisations that we contract or partner with to provide services to our customers, such as repairs contractors
- Debt and money management advisors

How long we store your information: Personal information is kept for as long as necessary to deliver specific services. Details of the retention periods are published in our Retention Schedule.