

# Rykneld Homes Privacy Notice

Rykneld Homes Limited (RHL) will use necessary personal and sensitive information collected by and submitted to RHL for the purposes of providing homes and associated services.

The lawful basis for RHL to process the majority of information it holds is contractual. The contract is the Tenancy Agreement and the requirement to provide the services it describes. Rykneld Homes is regulated by Homes England.

Your information will only be disclosed to other parties to assist RHL carry out and provide services as a landlord to support customers to sustain their tenancies.

Your information will be retained for a specified period to enable any further related services to be delivered to you or to allow you or RHL to deal with any follow up issues.

Rykneld Homes offers a Community Alarm Service for its tenants and private residents. The lawful basis for the use of customer information to provide the service is the Community Alarm Care Contract between RHL and the customer.

## **1. Statement of Intent**

Rykneld Homes is committed to fulfil all its obligations under the Data Protection Act 2018 and General Data Protection Regulation 2018. Individuals are assured RHL will treat personal data with all due care. The organisation will, as far as practicable, ensure all customers are aware of the way in which their information is held, used, and disclosed and whether the recipients are internal or external to RHL. Furthermore, the processing within the organisation will be fair and lawful and individuals will not be misled to the uses of their data.

## **2. Why does Rykneld Homes hold personal information?**

Rykneld Homes securely retains personal information so that it can deliver to its customers the services they require, and to maintain a record of those services. Rykneld Homes also needs to collect, process and keep data in relation to its statutory duties.

## **3. What types of information does Rykneld Homes hold?**

Rykneld Homes collects, holds and uses information which relates to you. The information may be about your family, such as details of your next of kin and about people who live with you, including your children.

The list below gives you an idea of the type of information we hold. This is not a complete list as this will depend on your needs and the services we provide to you.

**We may hold, use, and share (process):**

- Details about you and your children, including name, date of birth, address, identification documents provided to us, photographic ID, and employment details
- Details about your home, household and your housing needs and Tenancy Agreement
- Rent and service charge information, including details of any arrears
- Financial information, including any credit checks, income details, bank details, credit/debit card, Housing Benefit information and any guarantor details
- References received about you (e.g. from your employer or previous landlord)
- Medical information and emergency contact details, next of kin and any advocate
- Information about any accidents or incidents which involve you or your home
- Information about any complaints made by you or which relate to you
- Information about your care/support needs, care/support you receive and your support worker
- Telephone recordings (where you are told about this)
- Your forwarding address after you leave our accommodation
- We carry out Customer Satisfaction Surveys to help us to monitor our performance and to improve our services to our customers.

**4. We also collect, hold and use information which is sensitive**

This may be about you and your household, including children who live with you.

**This information is about any:**

- Physical and/or mental health needs (including details of any disabilities and medication)
- Equality and diversity information, including, racial or ethnic origin, religious beliefs, political opinions and sexual orientation
- Details of any criminal records, arrest records, offences and legal proceedings
- We may apply markers to your information (for example, in relation to your vulnerability or health status) to enable us to tailor and deliver services to you.

**5. How do we get the Information?**

You may provide the information to us at different times, in different ways. This could be when you apply for housing or when you enter into a tenancy. You may also provide us with information when you contact us with any queries or when you talk to staff.

In other cases, information is provided to us by a third party. This could include organisations who work on our behalf, such as a managing agent or contractor and other organisations and bodies we work with such as the Department for Work and Pensions (DWP) your care and support provider, Local Authority departments, the Police and

voluntary agencies such as the Citizen's Advice Bureau. We may also receive information from a previous landlord, your bank, employer, a family member, advocate, Local Councillor and MP.

## **6. How do we use your Information?**

We use the information about you and the people who live with you (including any sensitive information) for a number of reasons. We have listed these below to give you an idea of what this includes:

- To process your housing application, verify your application and make decisions on your housing (including financial and needs assessments).
- To retain your details on a waiting list or priority list, where appropriate
- To look at your housing needs and monitor any changes to these needs
- To set up your Tenancy Agreement and provide services to you and to deal with any issues arising from your tenancy (which may include taking legal action)
- To make financial arrangements related to your home, such as to enable automatic rent payment through direct debit or Housing Benefit payments
- To set up arrangements relating to your home, such as informing the Local Authority/DWP departments of your tenancy arrangements for Council Tax and Housing Benefit/Universal Credit purposes
- To help other people or companies to provide services or utilities to your home or to contact you. This may include where they need to contact you when you move to set up payments or about any unpaid bills while you live at your home and/or after you leave your home
- To investigate and address complaints, accidents or incidents and prevent reoccurrences
- To provide information to our staff to enable them to provide services to you to meet your needs and to train and protect them, where necessary
- To deal with any medical or other emergencies and to carry out your wishes or requirements, such as any religious or cultural wishes
- To act in someone's best interests such as where we have concerns about a person's health or welfare and may need to involve agencies such as Social Services or the Police
- To ensure fair and equal access for all to our services
- To help us compile information so that we can plan and improve the services we provide and personalise our customer services and meet our customers' needs
- To work alongside other organisations who provide care/support to you and to deal with any issues arising about your care/support services
- To meet any legal and regulatory requirements and show that we are meeting our obligations as your landlord (including allowing access to information when we are audited)

- To help us put together statistics to give to our regulator or other Government organisations
- To provide information to you about RHL and changes to services, including through our newsletter
- To provide references to third parties where we are asked to (such as to a new landlord).

## **7. Who do we share your Information with?**

Sometimes when we use the information in the ways described above, we may need to share the information about you and the people you live with (including sensitive information) with other people, such as:

- Companies which provide services or utilities to your home (such as gas, electric or water) and the relevant Council Tax department. This may be while you are living at your home or after you leave your home and may include providing a copy of your Tenancy Agreement when you move in and providing a forwarding address when you leave. This information may be provided to enable the company to set up your payment arrangements and/or to pursue any unpaid bills
- People who provide services on our behalf, such as a managing agent, contractors carrying out repairs or an alarm call centre and our volunteers
- A credit checking agency, your bank and mortgage company or other financial institutions and (where necessary) a debt collection and/or tracing agency
- Government departments which provide funding for your housing or care/support services. In particular, we may be legally required to give information about any changes in your financial circumstances to the Council Housing Benefit department and DWP
- A doctor, hospital, paramedic or health worker where you require medical attention and are unable to provide the information yourself
- Your next of kin or other people acting on your behalf in an emergency and a member of your church or religious leader, where you have requested this
- People or agencies who provide services to you or who work with us to provide services to you, such as your care/support provider
- The bodies involved with your care/support such as the relevant Local Authority departments, or Social Services and any alarm call centre
- Our regulator or other bodies which look at how we provide services as your landlord and other people where we are legally required to provide information to them
- Our legal advisors, the Courts and the Police. This may include information about antisocial behaviour, which we may also share via a joint website accessed by landlords, the Police, Social Services and other bodies with the aim of reducing anti-social behaviour
- Relevant Local Authority departments/DWP (including Housing Benefit, Council Tax, Elections, Adult Services etc)

- To relevant people and authorities such as the Police, adult and child protection and Social Services. This may include sharing information when we have concerns about a person's health or welfare or where there are investigations being carried out, such as sharing information in a case conference with such bodies and other parties involved (such as teachers, nurses, etc), or where we have concerns about possible criminal activity
- Companies who process information on our behalf such as an external mailing company (who send out our newsletter) or providers of our information technology services or software
- To another landlord or Housing Association where you are looking to move or exchange your property (e.g. where they request your details and/or a reference from us).

## **8. The Telecommunications (Lawful Business Practice) (Interception of Communications) Regulation 2000**

All calls received into RHL and made from RHL may be recorded and used for business related purposes.

## **9. Emails and using our Website**

Please note that your email messages sent via the internet may not be secure and could be intercepted and read by someone else. Please bear this in mind when deciding whether to include personal or sensitive information in any email messages you intend to send.

If you email us we may keep a record of your contact and your email address and the email for our record-keeping of the transaction.

We will record personal information if you:

- Subscribe to or apply for services that require personal information
- Report a fault and give your details for us to respond
- Contact us and leave your details for us to respond.

## **10. The use of your personal information by Rykneld Homes and Fraud Prevention Agencies**

We may use fraud prevention agencies (FPA) to help us identify and prevent fraud. In so doing, we will provide current and previous names, addresses and dates of birth, of all parties, so if you are providing information about others, on a joint application, you must be sure that you have their agreement. If you give us false or inaccurate information and we identify fraud, details may be passed to FPAs and the DWP.

We will use the information provided to us by credit reference and fraud prevention agencies to help verify your identity, for the prevention and detection of fraud and/or money laundering, and to manage accounts. For example, if you do not make payments that you owe us; we will trace your whereabouts and recover debts.

We will only ever share your information if we are satisfied that our partners or suppliers have sufficient measures in place to protect your information.

## **11. How long do we keep your Information?**

We will try to regularly check your information to make sure it is still up to date. If you think we need to update any of the information we hold, please let us know. We will keep your information for as long as it is relevant to the purposes set out above. We may, therefore, continue to hold information about you after you leave your home or no longer receive services from us, where this is still necessary. We may also be required to keep your information for legal reasons.

## **12. Accessing your Information**

If you would like to access any of the information we hold about you, please write to:

The Data Protection Officer  
Rykneld Homes Ltd  
Pioneer House  
Mill Lane  
Wingerworth  
Chesterfield  
S42 6NG

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If you believe that information we hold on you may not be accurate, then please let us know by contacting Customer Services as soon as possible, and we will ensure this is corrected.

If you do not believe we should be processing information about you, or you wish us to stop processing information about you, then you can inform RHL of this. Your concerns will be examined, and we will review this. We will take every step necessary to keep your information safe while we hold it and when we do not need it any more we will securely destroy it.

## **13. Changes to this Privacy Notice**

We will continually review and update this Privacy Notice to reflect changes in our services and feedback from service users, as well as to comply with the changes in the law.

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## Your Declaration

I understand the following:

You will use the information I have provided to register my application for housing and to meet the contractual requirements of the Tenancy Agreement that may result from my application.

You may check some of the information with other sources within the Council, other Councils and Government departments, e.g. the Benefits Agency, Department of Work and Pensions, the Inland Revenue, Social Care and the Home Office.

You may also get information about me from certain other organisations or give information about me to them to: make sure the information is accurate; prevent or detect crime; and protect public funds and to deliver the services contracted through the Tenancy Agreement. These other organisations include Government departments, Local Authorities and private sector organisations such as banks and organisations that may lend me money and those who provide services on behalf of Rykneld Homes Limited such as repairs contractors.

If I give information that is incorrect or incomplete you may take action against me, including Court action.

I declare that the information I have given on this form is correct and complete.

Tenant 1

Signature: -----

Date: -----

Tenant 2

Signature: -----

Date: -----