

# Privacy Statement

Keniston Housing Association Limited

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## 1 Privacy Commitment

- 1.1 Keniston Housing Association Limited (“Keniston”) is committed to safeguarding your privacy. It does this by operating within the requirements of current applicable Data Protection legislation.
- 1.2 This Privacy Statement relates to personal information you provide to us and applies to current, prospective and former residents, employees and board members of the association.

## 2 Use of personal information

- 2.1 In order to give a good service and to avoid us having to keep asking you for the same information, it is necessary for us to keep certain information about you in paper or electronic format.
- 2.2 We take all reasonable security measures to protect personal information from loss, unauthorised access, destruction, modification or disclosure.
- 2.3 The information provided by you may be used to:
  - Assist us in providing our services
  - Help provide housing related advice and support that may be required
  - Carry out our duties as an employer
  - Provide any work-related assistance or support that may be required
  - Assess and process applications / requests for housing, employment or board membership
  - Meet our social housing governance and regulatory obligations
  - Meet our legal and statutory obligations

## 3 Sharing of personal information

- 3.1 Information you have provided to us will be kept confidential. It may be used across our organisation and may be shared with other organisations and individuals but only as is necessary in order to fulfil any of the above purposes. Individuals and organisations we may share your information with may include the following:
  - Local and central government and authorities, including the Department of Works and Pensions.
  - Contractors, Suppliers and Service providers, including information held on the Association’s resident portal and messaging services.
  - Regulatory bodies such as the Regulator for Social Housing
  - Family, associates and representatives of the Data Subject, including complainants.
  - Professional bodies and advisors such as auditors, consultants and solicitors
  - Health authorities, social welfare and social service organisations
  - Credit reference and debt collection agencies
  - Courts and tribunals

- Other housing associations or trusts or landlords
- Educators and examining bodies
- Financial organisations
- Survey and research organisations
- Trade unions and associations
- Security organisations
- Probation services
- Charities and voluntary organisations
- Emergency services such as the Police and the Fire Brigade
- Employment and recruitment agencies and organisations who process applications for Disclosure and Barring Checks
- Current, past or prospective employers
- Insurers and providers of staff benefits
- Press, media and social media, provided Data Subject's identity is kept anonymous or explicit consent has been received.
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3.2 Your personal data held by the Association will not be shared with organisations or individuals who have no particular right to know about the information or the internal business of the Association without your explicit written consent, other than in exceptional circumstances, as follows:

- Where there is clear evidence of fraud
- To comply with the law
- In connection with legal proceedings
- To protect your health and safety, where you would be at risk if the information were not disclosed, or where there is a legal requirement to do so
- Anonymously for statistical purposes

3.3 Where we share certain medical and health details with our contractors or service providers this is only done as may be necessary so that they can adapt services for your particular needs.

3.4 Where we collect details on ethnicity, this is for statistical purposes only and this information will only be shared in a way which does not identify individuals. We collect medical and health details to help us assess the need for adaptations and to assist us in helping you receive the appropriate support you need.

3.5 We will not sell your information to any third parties.

## **4 Your rights**

4.1 You have the right to request access to the personal information we may hold about you and to also ask us to correct, update or remove information you think is inaccurate.

4.2 You will be asked for some form of identification so that we can verify that you are the person to whom the information relates.

## **5 How to contact us**

- 5.1 You should keep us informed if any of the personal details you have provided to us, change.
- 5.2 Please contact us should you have any questions relating to this Privacy Statement or if you would like to make a request to view or update your personal information. You can do so from either the Contact Us page of our website or by letter to Keniston Housing Association Limited, 13 Artington Close, Farnborough, Kent, BR6 7UL or by e-mail to [enquiries@kenistonha.co.uk](mailto:enquiries@kenistonha.co.uk)
- 5.3 You should also refer to our Data Protection policy for further information on how we treat, share and dispose of your personal information together with your rights with regards your information held by us.
- 5.4 A copy of our Data Protection policy can be found on our website at [www.kenistonha.co.uk](http://www.kenistonha.co.uk).

*Approved by the management team on 11<sup>th</sup> August 2022*