

Willow Tree Housing Partnership Limited (WTHP) believes that all residents have a right to their privacy. We know that some of the things you tell us are very sensitive and that your information should be treated accordingly. You have the right to expect WTHP and its staff, treat what you say to us as confidential. As a result, WTHP will not:

- Pass on your address or phone number to anyone, without your permission.
- Discuss your rent account with anyone else, without your permission.
- Discuss any complaint you make about anti-social behaviour with the person you are complaining about, without your permission. Sometimes, however, it is obvious who has made a complaint and we are unable to stop people making assumptions.
- Tell the Police or other agencies about any complaint you make, without your permission.
- Discuss sensitive things with you in the open office; instead you will be offered a private interview.

The only exceptions to these rules are:

- Where WTHP is legally obliged to pass on information.
- Where WTHP must pass on the information in order to provide you with a service, for example passing on your phone number to our contractors or for customer feedback.
- Where a persons safety is at risk by not passing on information, including staff and residents.
- Where you have left a WTHP property owing money in which case information may be passed on to a debt collection agency.
- Where we are asked for a resident's details by a utility company. This includes providing them with a forwarding address if you leave without clearing your account.

We treat confidentiality very seriously. It is a disciplinary offence for any of our staff to give out your information without your permission or without good reason.

Data Protection Act 2018 & GDPR

The Data Protection Act 2018 and the General Data Protection Regulations make sure that we look after the information we hold about you. We take this very seriously and we want to explain how we handle your information, and the rights you have in relation to that data.

How do we gather information about you?

Most of the information we hold about you comes from you, for example, when you filled in your original application or signed up to your tenancy.

We will also have any letters or emails you have sent to us and any feedback forms you have completed.

Other information comes from other agencies who may be involved with your case, such as the Police or Social Services.

What information do we hold?

We only hold information that we need, to better meet your needs, and provide you with services. Most of this is very ordinary, such as, your name, phone number, date of birth and who lives at the property. Other information can be more sensitive, such as, medical needs, employment details, financial information or support needs.

We use it to manage your rent account, answer your enquiries, deal with complaints, meet our legal obligations and help you access other agencies.

Sharing information

Sometimes we need to share information with other organisations for practical reasons, for example, to give you support or help, or because we are dealing with anti-social behaviour that involves you.

We also regularly share information with the Police where there are allegations of anti-social or criminal behaviour. We may also share information with debt collection agencies if you move leaving a debt or if you do not pay a repair recharge.

Who can see my information?

The information we hold is only available to the staff who deal with your case. Our staff are trained to deal with confidential information and it is a serious disciplinary offence if it is used inappropriately.

Your rights

You have the right to see any of the information we hold about you by making a formal application to see your data.

Once we have received your application, we will respond in accordance with Information Commissioners Office timescales. Please bear in mind that we will not provide you with information that was provided to us by other people, for example, we will not show you the details of any complaints made about you, by other residents.

If you are unhappy with the way we are using information about you, you have the right to ask us to stop using it; we may not, in some circumstances, be able to comply with your request.

What information we hold about you

The most common types of information held about you are detailed below:-

Your name, phone number, e-mail address, date of birth, previous addresses, forwarding address, gender, next of kin, marital status, bank details, financial details, housing benefit details, employment details, National Insurance number, health needs, disabilities, ethnic origin, anti-social behaviour, violent incidents, domestic violence, risks to children or others, and other agencies you are involved with.

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