



## Privacy Notice

Manningham Housing Association (MHA) Limited operates from Bank House, Manor Row, Bradford, BD1 4QE and is a provider of social housing to the communities of Bradford and Keighley.

MHA is a data controller as defined in the 2018 General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (referred to jointly for the purposes of this Privacy Notice) as the Data Protection Legislation). The Data Protection Officer for MHA can be contacted on [dpo@manninghamha.co.uk](mailto:dpo@manninghamha.co.uk).

We are registered with the Information Commissioners Office under reference: Z728485X and we are open and transparent about the information we hold, why we hold it and for how long.

MHA generates records from our contact with you, including records of some personal information which is subject to the Data Protection Legislation. Personal data means any information which identifies you, or which can be identified as relating to you personally, such as your name, address, phone number or email address. We hold and process this information in order to fulfil our contract to you, to comply with legal and/or statutory obligations and to facilitate our legitimate interests as a social landlord.

### Who does the personal information relate to?

- **Customers (tenants)**

This includes current, former and potential customers, who live in our properties and could also include members of their family and people associated with them.

- **Colleagues (employees)**

This includes current, former and potential colleagues, as well as Board and Committee members, apprentices and work experience students.

### GDPR promotes the following principles for personal data:

- Personal data must be processed lawfully, fairly and in a transparent manner
- Personal data must only be collected only for legitimate purposes that have been clearly explained to you and it must not be further processed in a way that is incompatible with those purposes
- The personal data that we collect must be adequate, relevant and limited to what is necessary in relation to those purposes.
- The personal data that we collect must be accurate and, where necessary, it should also be kept up-to-date
- The personal data that we collect must be kept in a form which permits your identification for no longer than is necessary
- The personal data that we collect must be processed in a way that ensures appropriate levels of security.

### The GDPR provides the following rights for individuals:

- The right to be informed
- The right of access
- The right to rectification

- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision-making and profiling.

Please review the details below to find out more about the various rights that you have.

### **How do you use my personal data?**

We will collect, process, share and securely store personal data in compliance with the Data Protection Legislation. We will use this information to fulfil our contract to you either as an employer or as a social landlord.

The personal data that we collect allows us to:

- Make allocations
- Manage tenancies
- Receive and process rent and service charges
- Provide a repairs and maintenance service
- Provide home ownership products
- Offer help with debts and benefits
- Prevent & detect crime and resolve disputes (including legal disputes)
- Promote safety and the quiet enjoyment of our neighbourhoods & communities
- Engage with customers and make improvements to our services
- Promote equal opportunities and fair treatment for all colleagues and customers
- Provide employment and training advice and opportunities
- Manage employment and staff development
- Work with partners to deliver mutual success
- Provide information (e.g. about services) you request from us.

Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you.

### **What about taking my photograph?**

Sometimes, at community events, we take photos and films of our tenants and their families, to promote the event and MHA. When it's not practical to get signed consent from everyone present, we display notices around the event to let you know we'll be taking your photograph, and how you can tell us that don't want to be photographed or filmed.

When we can, we get signed consent from you to say you're happy for us to take your photograph and share it on public platforms, such as social media, our website or our Feedback magazine.

### **How long will you keep information for?**

We hold a variety of data types, which have different requirements, depending on how long we need to keep it. How long it will be stored for depends on the information in question, what it is being used for and, sometimes, statutory legal requirements. The National Housing Federation's (NHF) Retention Schedule describes the type of data we hold and their retention timescales. We follow legal requirements and best practice in this area. We will securely destroy/delete personal data when we no longer need it or no longer have a legitimate interest in keeping it.

## **Special Categories of Personal Data**

Under the Data Protection Legislation certain personal information is classified as “sensitive”. Sensitive or special category personal data is information relating to physical or mental health, sexual orientation, race or ethnicity, religious or philosophical beliefs, political opinions, membership of a Trade Union, allegations of criminal offences and criminal convictions and offences. We minimise our holding and use of special categories of personal information but, given the services we provide, there are times when we use it, for example when providing accommodation for disabled persons, managing the employment relationship with our existing or prospective colleagues, when resolving neighbourhood disputes involving alleged criminal activity or when helping someone to access care services.

### **How do we collect personal information for tenants?**

We collect information in a variety of ways including on various forms, tenancy agreements, and contracts; through our on-going contact with you; in some cases, we collect CCTV images. Calls to and from our main office phones may be recorded.

When you apply to become an MHA customer, we request and hold on file any references necessary to assess your application including as appropriate (but not limited to):

- References from other housing providers/private landlords
- Your mortgage lender (if you own/have owned your own home)
- Agencies such as the Police, the Probation Service, support workers, social workers, mental health workers and
- Credit reference agencies

### **Assessing and processing housing applications, service eligibility and completing tenancy sign-ups**

When you apply for one of our properties, we will collect your personal information, including your name, contact details, telephone number and email address for use across MHA and where necessary by our contractors and partners.

We will collect detailed personal information about you and other household members including age, sex, date of birth, ethnicity, National Insurance number, income and benefits details, employment status, gender identity, relationship status, any disabilities, any communication and accessibility requirements, religion, sexuality, nationality, caring responsibilities, access to financial services such as banks and credit unions, bank details, council tax, medical information and details of any unspent criminal convictions.

This information is required as we will be unable to accept an application for services without it. For example, we would need to verify your identity to ensure an application is genuine. Please speak to us if you have any concerns about this.

Information on household members is required as it is also in our legitimate interests to know who will be living in our premises, and to ensure the property offered is adequate for the needs of the household. We assume any information you provide about household members is provided with their full knowledge and you should direct your household members to this policy if they have any questions or concerns.

It is important that you notify us of any changes to your personal information as soon as possible.

### **How do we collect personal information for job applicants?**

Personal information about unsuccessful candidates will be held for 6 months after the recruitment exercise has been completed, it will then be destroyed or deleted. We retain de-personalised statistical information about applicants to help inform our recruitment activities, but no individuals are identifiable from that data.

Once a person has taken up employment with MHA, we will compile a file relating to their employment. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's employment and is outlined below.

### **How do we collect personal information for employees?**

For employees we collect and hold on file includes:

- Job application form
- IT setup form for IT provider
- Right to Work documentation
- Starter form
- Letter of appointment
- Contract of employment
- Details to create an e-learning account
- Information for payroll to pay salaries
- Mobile phone information
- Driver details for insurance purposes
- Details for healthcare provider
- Details for Pension provider
- Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses.
- Date of birth.
- Gender.
- Marital status and dependants.
- Next of kin and emergency contact information.
- Leaving date and your reason for leaving.
- Employment records (including job titles, work history, working hours, holidays, training records and professional memberships).
- Performance information.
- Disciplinary and grievance information.
- CCTV footage and other information obtained through electronic means such as swipe card records.
- Information about your use of our information and communications systems.
- Photographs.
- From time to time we may also collect, store and use the following more sensitive types of personal information:
  - Information about your race or ethnicity, religious beliefs, sexual orientation and political opinions.
  - Trade union membership.
  - Information about your health, including any medical condition, health and sickness records
- Information about criminal convictions and offences

Once employment with MHA has ended, we will retain the file in accordance with the requirements of our retention schedule and then delete it.

If you work for us, or apply for a job with us, we will process your personal data, including sensitive personal data, to comply with our contractual, statutory and management obligations and responsibilities.

This data can include, but isn't limited to, information relating to your health, racial or ethnic origin, and criminal convictions. In certain circumstances, we may process personal data or sensitive personal data without explicit consent. You can find further information on the data we collect and why below.

Our **contractual responsibilities** include those arising from a contract of employment. This includes, but is not limited to, data relating to: payroll, bank account, postal address, sick pay, leave, maternity pay, pension and emergency contacts.

Our **statutory responsibilities** are those imposed by law on us as an employer. This includes, but is not limited to, data relating to: tax, national insurance, statutory sick pay, statutory maternity pay, family leave, work permits and equal opportunities monitoring.

Our **management responsibilities** are those necessary for the way the organisation functions. This includes, but is not limited to, data relating to: recruitment and employment, training and development, absence, disciplinary matters and contact details.

### **How secure is the information?**

We take information security very seriously and we use digital security technology to ensure that data is safe and secure. We ensure that third parties working with us adhere to the same high standards of security. Where information is held in paper files, we ensure safe physical protection of the records in locked filing cabinets and rooms. We also operate a clear desk policy to ensure that paperwork is not left on desks or information on computer screens whilst the member of staff is away.

### **Complaints or enquiries**

We take any complaints we receive about personal data processing very seriously. We welcome any suggestions for improving our procedures. If you do make a complaint or enquiry we may collect and store personal information in relation to this matter, which may include accessing CCTV or phone recordings. We will keep it secure and use it only for the purpose it was collected. When the matter is resolved or completed, we will retain the details in accordance with our retention schedule and then destroy them.

### **Information we collect via the website**

We collect and store personal information via our website for a number of reasons including to help us provide better services and products to customers and potential customers. The information we collect fits into two categories:

1. Personal information entered into online forms by visitors to this website.
2. Anonymous statistical information collected by cookies.

If you request a repair, call back or information from us via an email, online form, or if you register your interest in a service, we will use your information to fulfil that request and delete it, once the request has been completed.

### **Cookie use**

In order to provide you with the best experience, our website needs to place small text files, known as 'cookies', on your device.

Most cookies we use are 'session' cookies and only exist for the time that you are using our site. They perform functional tasks – such as remembering that you are logged in as you move from page to page.

We also track cookies anonymously for site analytics, to improve the user experience on our website and to make our products and services more relevant. You can set your browser to reject all cookies. Please note that if you do this then certain areas of this website will not be able to function for you.

We also use technology that uses Internet Protocol (IP) information exchanges during the course of normal web activity combined with data-enhancement technology to get detailed analytics information. This only allows us to see how well our site is working and does not result in the collection of any personal data. Please see our website to find out more about Cookie use.

Cookies can be controlled by your web browser settings. Whether our cookies are used will depend on your browser settings, so you are in control.

### **CCTV**

Some of our schemes and offices have CCTV in public areas to deter crime and anti-social behaviour and to promote public safety by helping to identify and prosecute criminal offenders and you may be recorded when you visit them. CCTV will only be viewed when necessary (for example, to detect or prevent crime) and footage is stored for a set period of time, after which it is recorded over. MHA complies with the Information Commissioner's Office CCTV Code of Practice and we put up notices so you know when CCTV is used.

### **Sharing your information**

Your personal information will be kept secure and confidential. Usually we will not disclose personal data without consent but we may share information between the MHA group of companies such as:

- Contractors who deliver repairs and improvements (including our out-of-office providers)
- IT providers who manage our IT system and phones
- Training and Learning providers
- Distribution companies who help us to send our newsletter and other communications to you
- Third parties who help us to assess and manage our customer satisfaction
- Other agencies we work with, including Local Authorities, Social Services, Police, other social landlords and other agencies when MHA believes it is in your or the public's interest to do so, or as required by law

In particular, please be aware:

- Current or forwarding addresses may be shared legally with utility companies and Council Tax offices to ensure billing details are correct.

- If you default upon any tenancy conditions, information about you may be provided to authorised debt recovery agencies and/or legal advisors to enable them to recover the debt or in respect of any other legal dispute that MHA may have with you. This may affect future applications for tenancies, credit and insurance.

- We may discuss your financial situation, rent payments (including any arrears) and any claims made for welfare benefits with; an external debt advice agency, welfare rights advisor, the housing benefit department or the local authorities housing advice and homeless prevention team to make sure that benefits are paid correctly.

- All current customers claiming housing benefit and Universal Credit (UC) will have their names, addresses and rent amounts shared at the end of each year with local authority benefits teams and Dept. of Works & Pensions (DWP) to help claims for housing benefits and UC, so that changes to housing benefits and UC happen more quickly and easily for everyone.

We do not sell or share your personal information for other organisations to use.

### **Accessing your information**

Please contact us using your preferred contact method if you would like copies of some specific information from your files, and we will try to provide it as quickly as possible.

If you require a substantial amount of your personal information, there is a formal process for this, under the Data Protection Legislation known as a **Subject Access Request (SAR)**.

## **What you need to know about making a Subject Access Request**

You can write to us or email us with your request. Please write to the Data Protection Officer, Manningham Housing Association, Bank House, 30 Manor Row, BD1 4QE or contact us by email at [dpo@manninghamha.co.uk](mailto:dpo@manninghamha.co.uk).

You may be asked to provide the following details:

- The personal information you want to access
- Where it is likely to be held
- The date range of the information you wish to access.

We will also need you to confirm your identity. If we hold personal information about you, we will give you a copy of the information in an understandable format together with an explanation of why we hold and use it. We will aim to respond to any requests for information promptly, and in any event within the legally required time limits (30 days). This timeframe may be extended by up to two months if your request is particularly complex.

We will not usually make a charge for the request.

If you have any queries about accessing your information, please contact our Data Protection Officer.

### **Withdrawal of consent**

Where you have been asked for and have given consent for MHA to use your personal data, you have the right to withdraw that consent at any time.

### **Amendment of personal data**

When practically possible, once we are informed that any personal data processed by us is no longer accurate, we will make corrections based on your updated information.

### **Other data subject rights**

This privacy policy is intended to provide information about what personal data we collect about you and how it is used. As well as rights of access and amendment referred to above, individuals may have other rights in relation to the personal data we hold, such as a right to erasure/deletion ('right to be forgotten'), to restrict or object to our processing of personal data and the right to data portability. There may be other legal reasons why we need to process your personal data, but please tell us if you don't think we should be using it. If you wish to exercise any of these rights, please write to the Data Protection Officer, Manningham Housing Association, Bank House, 30 Manor Row, BD1 4QE or contact us by email at [dpo@manninghamha.co.uk](mailto:dpo@manninghamha.co.uk).

### **Security of information**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

### **Changes to our privacy notice**

This privacy notice will be updated to reflect changes either to the way in which we operate or changes to the data protection legislation. To make sure that you keep up-to-date, we suggest that you revisit this notice from time-to-time.

**How to contact us**

If you have any queries about our website or about how we process data, please write to the Data Protection Officer, Manningham Housing Association, Bank House, 30 Manor Row, BD1 4QE or contact us by email at [dpo@manninghamha.co.uk](mailto:dpo@manninghamha.co.uk).

**What to do if you're not happy**

In the first instance, please talk directly to us, so we can learn from and resolve any problem or query. You can send an email with the details of any data protection complaint to [dpo@manninghamha.co.uk](mailto:dpo@manninghamha.co.uk). We will respond to any complaints we receive.

You have the right to contact the Information Commissioner's Office ("ICO") (the UK data protection regulator). For further information on your rights and how to complain to the ICO, please refer to the ICO's own website ([www.ico.org.uk](http://www.ico.org.uk)).