



Connswater Homes Privacy Notice

1. Overview

This privacy notice will inform you of what we do with the information we collect about you.

This notice is addressed to individuals who are a user of our service eg tenants', applicants and employees'.

2. Who are we

We are Connswater Homes Ltd, a general needs registered Housing Association.

3. Monitoring of telephone calls

All telephone calls are monitored for training and monitoring purposes.

4. Personal Information

Tenants – when providing homes we will ask for information about you, such as your name, address, date of birth, occupation, full household make-up, next of kin, employment status, benefits received and equality information.

Applicants – the organisation collects a range of information about you. This includes, your name, address and contact details, including email address and telephone number. Details of your qualifications, skills, experience and employment history. Information about your current level of remuneration, including benefit entitlements. If you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process and your entitlement to work in the UK. We will also gather information in relation to your religion, race and marital status as part of our legal obligation regarding Fair Employment Regulations (NI).

Employees – the association will retain personal data and sensitive personal data for all employees. This information may include name, address, date of birth, marital status, next of kin, health problems, criminal convictions, bank details, medical referrals, records of sickness absence and application forms.

5. Collection of Personal Data

We also collect information about you from other persons and this also forms part of your "Personal Data".

Tenants - this includes information from the Housing Executive. We will ask them to confirm that they have your consent to provide this information about you. When you provide information on others you must ensure that you have their permission to do so. We will also gather information from the PSNI in relation to Anti-Social Behaviour or any illegal behaviour in your property.

Applicants – we may also collect personal data from third parties, such as references supplied by former employers, information from employment

background checks and information from criminal record checks. The organisation will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so.

Employees – the association will retain personal data and sensitive personal data for all employees. This information may include name, address, date of birth, marital status, next of kin, health problems, criminal convictions, bank details, medical referrals, records of sickness absence and application forms.

6. Use of Personal and Sensitive Personal Data:

We use your Personal Data and Sensitive Personal Data in the following ways:

For tenants

- to confirm identity's and link benefit forms
- to prevent tenancy fraud
- to confirm household make-up
- to confirm housing need for additional bedrooms, or any engagement with external sources/tenancy management etc.
- to contact in case of an emergency
- to verify payments and clarify with the NIHE
- to manage neighbourhood disputes or ASB claims
- for any court action which may be required
- to advise staff of appropriate form of contact
- to monitor letting and allocations made off the NIHE waiting list
- for welfare assessments
- for processing rent refund or manage arrear repayments
- proof of residency.

For applicants

- application forms will be used by the panel as part of the recruitment process
- successful applicant's forms will be stored on individual's personnel files

For employees

- for medical referrals
- for private health insurance
- for salaries
- for pension contributions
- for inclusion on the Association's car insurance
- for recruitment
- to ensure compliance with equality legislation
- for employees Health & Safety

7. Sharing Personal Data

We can share your information including Personal Data and Sensitive Personal Data with the following parties for the purposes set out above. This is done in line with our Data Protection Policy and Procedures:

Tenants

- SDM
- Maintenance Contractors
- Northern Ireland Housing Executive
- PSNI (Data Sharing Agreement in place)
- Social Services and referral agencies
- Foodbanks
- Family Hub
- Alternatives
- NIFHA
- Extern
- YMCA
- Local Councils
- Other Housing Associations
- Change of Address information utility providers

Applicants

- applications will be shared internally with the recruitment panel.
- equality information will be shared with the equality commission anonymously as part of statutory legal requirements.

Employees

- pension providers
- Occupational Health
- Medical providers
- Car Insurance Company

8. Data Retention

Tenants

Your information will be held until you are no longer a tenant of Connswater Homes and have left no rent arrears or recoverable charges.

Applicants

Application forms from non-shortlisted applicants will be retained for a period of six months.

Employees

Former personnel files will be retained for a period six years. Sickness records and accident register will be retained for a period of six years.

Telephone recordings will be kept for a period of 3 months.

9. Contacting us about this notice

Our Data Protection Officer is in charge of dealing with questions you may have about this privacy notice or dealing with your requests to exercise your rights which are described below. Our Data Protection Officer can be contacted at: housing@connswater.org.uk or at Connswater Homes, 5 Citylink Business Park, Albert Street, Belfast, BT12 4HQ.

10. Complaints

You have the right to complain about how we treat your Personal Data and Sensitive Personal Data to the Information Commissioners Office (ICO). The ICO can be contacted at: <https://ico.org.uk>

We are only obliged to keep your information if we need it for the reasons highlighted above.

11. Profiling

This Privacy Notice may be updated from time to time. We will notify you of any changes when required to do so by law.