PRIVACY NOTICE (ALL CITIZEN HOUSING CUSTOMERS)

Here at Citizen Housing Group Ltd (Citizen), we take your privacy seriously. Below, we detail what information we collect, why we collect it, who we share it with and how we safeguard it. We will use your personal information to administer your tenancy and to provide appropriate support and advice, and place you in contact with organisations of your choice, that will offer support that you control; however, we will share it with appropriate third parties where there is a legal justification. The Purposes for which we collect your personal data include the following:

* Regulatory purposes – e.g. requirements of the Regulator for Social Housing research;
* Management of homes;
* Collection of rents, other sums and receipt of benefits;
* Money/debt advice and employment;
* Maintenance and repair of homes;
* Legal Proceedings;
* Management of complaints;
* Health & Safety requirements for tenants and staff;
* Prevention and reduction of crime including fraud;
* Equal Opportunities monitoring; and
* Marketing, research, monitoring and survey.

For some information, we do not need to seek your consent to hold or process it as it is part of our performance of a contract. We obtain your personal identifiable information in order to conduct our normal business operations as a Registered Social Housing Provider. We provide more than just a home and therefore if you agree, we will ask you to give us information where we can provide money/debt advice and optional help in seeking employment.

We wish to provide you with updates about events, services and other information that we believe are helpful to you in relation to the services that we provide. We may communicate such information to you by post, telephone or email (unless you have registered with the appropriate Preference Service or have indicated to us that you do not require certain forms of communication). In the event that we perform monitoring, research and survey services we may use an external service company to contact you on our behalf. In such circumstances we ensure that legal obligations of confidentiality and information security are placed upon our service providers. If at any time you wish that your information is not used for direct marketing please contact Customer Service Centre 0300 790 6555.

Citizen Housing Group Ltd will never sell your information to third parties. For the purpose of this privacy notice we are the “controller” of your personal identifiable information as we determine the purposes and content of this information and the methods of processing. As a Registered Social Housing Provider, we are regulated by the Regulator of Social Housing (RSH).

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| **What** information we collect, **why** we collect it, the **legal basis** for doing so, and how **long** for: | | | | | | | | |
| **What** | | **Why** | | | | **Basis** | | **Retention** |
| Contact information   * Name * Date of birth * Previous address * Forwarding address * IP (Internal Protocol) address * Telephone numbers * Email address | | This data is used to set up and maintain your tenancy account with us.  Your tenancy agreement is a contract between you, any other person in your household (should you hold a joint tenancy and or multiple occupancy) and Citizen.  Your personal details such as name, address, tenancy start and end date and any forwarding addresses would be shared with the utility service companies where there is legal justification to do so. This will be applicable pre-tenancy and during the course of our relationship and post tenancy in the event that monies are owed to the utility companies | | | | B | | Life of tenancy + 6 years after tenancy ends |
| Special category data   * Ethnicity * Sexual orientation * Religion * Nationality * Physical and mental health wellbeing | | Fairness in the provision of social housing services, including health and safety purposes & for analysis purposes, as required by our regulator.  For receipt and disclosure of information on a confidential basis with health care providers. | | | | A | | Life of tenancy + 6 years after tenancy ends and in some cases indefinitely |
| * National insurance number * Financial information including employment history and employment status * Identification including photographic proof of identity (e.g. Birth Certificate & Driving License) * Residency | | To assess your benefit entitlement and council tax. To assure ourselves you can sustain a tenancy and that you have the right to rent under Immigration Act 2014 and regulatory compliance, as laid down by regulation. To give money and/or debt advice, if you agree, to help you maximise your income, prioritise spending and optional help in seeking employment.  Proof of residency is a requirement for entitlement to housing allocation. | | | | B | | NI number & identification – life of tenancy/  Financial information 6 months |
| Details of:   * unspent convictions * criminal offences attracting a custodial sentence/on a register/person of interest | | We use unspent conviction information to house you appropriately and to make prosecutions in the event of subletting or other forms of criminal activity | | | | B | | Life of tenancy but regularly reviewed. If no issues when conviction spent data will be deleted after 1 year following suspension |
| * Details of any support needs you have * Details of those people providing additional support * Next of kin details/emergency contacts * Disability/Vulnerability information | | As required by our regulator and to provide information on extra services we provide – such as tenancy support.  For receipt and disclosure of information on a confidential basis with health care providers. | | | | B | | Life of tenancy but regularly reviewed |
| * Authority to Act or Power of attorney | | We use this information to ensure we deal with the most appropriate person dealing with your affairs | | | | B | | Life of tenancy but regularly reviewed |
| * References from previous landlords | | We use this information to provide you with support | | | | B | | Deleted after 1 year of tenancy being granted |
| * Audio and visual images of you, such as photographs, films and audio recordings | | We use this to publicise the work we do. | | | | A | | We may retain this permanently |
| * Call Line Identification | | Your number is displayed on our telephones unless suppressed by yourself on your device. We hold a log of the phone number, date, time, duration of call and recording of conversation. | | | | F | | 1 month from date of telephone call |
| * Car registration number | | Protection of property, abandonment of vehicles, Anti-social behaviour related incidents & for Citizen to maintain grounds for tenants | | | | F | | Period of 6 years |
| * Marketing, survey, monitoring and research | | Activities associated with improving service delivery and the customer experience | | | | F | | Life of tenancy |
| * Former tenant arrears (bad debtors list) | | Obligation as a registered social housing landlord to maximise the collection of income and minimise any outstanding debts | | | | F | | As long as the debt remains unpaid |
| * Complaint and harassment files | | Information provided by claimant and evidence provided by relevant parties and where appropriate disclosed to regulators and public authorities such as the Regulator for Social Housing and the Housing Ombudsman. | | | | B | | 6 years – Limitations Act 1980 |
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| **Types** of Legal Basis | | | | | | | | | |
| **A** – Consent | **B** – Contract | | **C** – Legal obligation | **D** – Vital interests | **E** – Public task | | **F** – Legitimate interest | | |

Where someone sharing a home with you is over 14 years of age, and where you provide next of kin information we require you to inform them that we hold their information. We have a contractual requirement to collect and process this information, as part of the provision of service to you.

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| How we use **Criminal Offence Data?** |
| We shall only use information about criminal offence data where the law allows us to do so. This will be where such processing is necessary for us to discharge our obligations and in line with our Data Protection Policy.  Other instances whereby we need to process criminal offence data is in connection with legal claims, or where it is necessary to protect the physical, mental or emotional wellbeing of you or other individuals, and you are not capable in the circumstances of providing consent, or where the information has been made public. Some examples of processing will include:   * To report incidents to third parties such as law enforcement or other agencies; and * To assess whether it is appropriate, for us to provide you, or continue to provide you with accommodation including re-housing where necessary.   The processing of criminal offence data will also take place in the course of legitimate business activities with all appropriate technical and organisational controls.  We are by law entitled to use your personal information in the manner described above and also in the public interest to discharge our duty of care to protect both vulnerable children, young persons and adults. We have in place an appropriate policy and controls, which we are required by law to maintain whilst processing such data. |

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| Who do we **share** your data **with**? |
| Some data, such as your name, address, move-in date and national insurance number will be shared with local authorities to assess your benefit entitlement and council tax. We also share information relating to the protection of vital interests such as safeguarding, domestic violence, criminal activity & emergency services. We are also obliged to share your information with our regulators and public authorities who are permitted by law to have access to this information. This is where you may have made a complaint to them and we have a legal obligation to share that information with them. Typically, this would include handing over our files to share with the regulator or public body where you may have originally made a complaint to Citizen. We may also share your data with Government bodies for research and statistical purposes . The information allows the Government to have a fuller picture of the social housing market and assists in developing social housing policy. For more information please see [Continuous Recording of Social Housing lettings and sales (CORE) notice](https://www.nhg.org.uk/media/18241/core-privacy-notice.pdf). Please see attached full list <https://www.citizenhousing.org.uk/>privacy |

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| How we **keep** your data **safe**? |
| The organisation takes the security of your data seriously. The organisation has internal policies and controls in place to safeguard that your data is not lost, accidently destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties. Where the organisation engages contracted third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data. |

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| How we **obtain** your data |
| We obtain personal identifiable information by various means, this can be face to face, by email, by telephone, correspondence or by receiving information from others, for example local elected members who are representing you, police, health or social care agencies and benefit agencies. For a full list please see <https://www.citizenhousing.org.uk/>privacy |

Where we share information with third parties, we do so safely and via secure networks. This may be encrypted emails, or via secure portals into our network.

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| Your **rights** |
| Under the General Data Protection Regulations (GDPR), you have the right to be informed about how we use any data you provide: what data we collect, why, who has access to it, how long it's kept, and the legal basis we have for doing so. In certain circumstances we may need to request your consent to collect and use your data, but in those cases, you have the right to object and withdraw that consent just as easily as it is given. Should you not wish to provide your consent, any services directly related to this data cannot be provided.  You have the right to have your personal data removed where there is no legal basis for us to hold it, as well as the right to request your data is transferred to a third-party (data portability). Any automated decision making, based on your data, can be challenged and a human decision made. Additionally, you have a right of access and can request a copy of any personal data provided, and subsequently the right of rectification of any incorrect data identified. Visit the data protection page on our website to see more information about your rights. To exercise any of the above rights please contact Citizens Data Protection Officer (Mr Shane Murphy) on the address below. Overall responsibility for management of your data resides with Citizens senior information risk owner (Mr Ian Tinsley) at Citizen Housing Group Ltd, 4040, Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YN or [dataprotection@citizenhousing.org.uk](mailto:dataprotection@citizenhousing.org.uk) |

Complaints can be lodged with the supervising authority at The Information Commissioner's Office: https://ico.org.uk/concerns or 0303 123 1113.