

Data protection statement for customers

The Employee Protection Register

We need to protect the health and safety of our employees and reduce any future risks. To help us do this, we will record and report confirmed incidents of violent or threatening behaviour committed by customers against staff members within an Employee Protection Register (EPR).

Customers placed on the EPR will be told about this in writing, including the length of time they're added to the register, the reason they're added and the action to be taken. All EPR entries will be reviewed every year and if we extend their time on the EPR, we'll let customers know in writing.

In exceptional circumstances we might not inform customers that they've been placed on the EPR, for example if it's in your best interests or to protect other people.

Putting you in the picture

We hope this information has put you in the picture about how we use and guard the information you give us. From time to time Thirteen might change it to reflect changes in the law, guidance from the Information Commissioner's Office, our experience of handling information or for other reasons.

For more details about data protection and this statement, all you need to do is contact the Thirteen Governance and Compliance Team on:

 Governance&Compliance@thirteengroup.co.uk

 **0300 111 1000**



Why you can trust us with the information you provide

Being a customer of Thirteen means we collect and hold personal information about you. That's so we know who you are and what services you may need from us. It's important that it's as accurate and up-to-date as possible. But most important of all is for you to be absolutely sure how it will be used, how it will be kept secure and your rights to access your record.

How do we collect information about you?

You supply information in various ways, for example from:

- signing up for your tenancy
- settling-in visits
- re-housing applications
- customer satisfaction surveys
- money advice
- employability appointments
- telephone calls and letters

We store this information either as written records or computer data.

What information do we collect about you?

It depends on the services we provide to you, so that might entail just basic name, date of birth, address, next of kin and contact details such as phone number and email address. It could record contacts we've had with you including phone calls, requests for services and appointments. But it might also include sensitive content such as gender, ethnicity and race and financial information such as details about your benefits and bank details.

What do we do with the information we collect about you?

It's intended to help us support you with:

- looking into an issue about the service you've received
- administering your account, e.g. telling you when improvement work is planned in your area, resolving rent arrears or unpaid bills, or seeking your advice on any of the services you receive
- making sure we meet our legal obligations.

What about sharing your information?

You may be worried about us sharing the information you've given us with other people or organisations, so what happens when circumstances arise where we do need to share?

Rest assured, we only share your information where:

- we have a lawful reason to
- the information has been requested to support a criminal investigation
- where you've asked us to

For example, we may share your information with:

- someone appointed to manage your affairs or to represent you in a range of situations
- Thirteen employees who provide services to you
- contractors and specialists who help us provide your services
- external organisations like the police, fire brigade or local council in an emergency situation
- any person or organisation where we're required to share information because of a court order, legal duty or statutory obligation.

When sharing with other organisations happens regularly, we ensure that we have robust data sharing agreements in place. This helps us to share data lawfully and appropriately. Nevertheless, if you do not want us to share your personal information, don't hesitate to discuss your concerns with our Governance and Compliance Team.

How do we protect your information?

Thirteen is committed to looking after and securing your information lawfully.

We ensure that we protect your information by:

- telling customers when and how we use their information and giving notice of this wherever possible
- never using your information unless it's lawful to do so and we have a clearly defined purpose for using your information
- minimising the information we collect about you and using it only for the reasons we say we will use it
- not keeping your information longer than we need it and destroying it promptly and securely when we no longer need it
- ensuring we have robust technical security such as passwords and information encryption
- having clear policies and procedures for how we expect staff to handle information
- training all members of staff to be aware of good data protection practice.

To visit our full privacy notice, visit <https://www.thirteengroup.co.uk/page/privacy-cookies>.

Your rights to request your personal information

The General Data Protection Regulation (GDPR) allows you to see what personal information we hold about you. This is known as a Data Subject Access Request and we take all reasonable efforts to help you to exercise this right.

To access your personal information, simply complete the form on our website or contact the Governance and Compliance Team. We're required to process your request within 30 calendar days. In certain circumstances we might need to limit access to your records, for example if it's in your best interests or to protect other people.