

Information for leaseholders and shared owners

20: GDPR

Thirteen and its partner companies need to collect, use and hold information about people in order to operate effectively and efficiently and ensure that services appropriate to the needs of our customers are provided.

This information may be sensitive and/or highly sensitive, and may be collected, recorded and stored both manually on paper and/or electronically. It is vital that any information, however it is collected or stored, is dealt with lawfully and correctly and there are safeguards in place in the General Data Protection Regulation 2018 and the Data Protection Act 2018 to ensure this.

Thirteen has a framework for dealing with your sensitive information and this and associated policies can be provided on request. Our framework covers things like

- Data protection;
- ICT security;
- Confidentiality;
- Access to information; and
- Document management.

The need to adhere to this framework and associated policies is included in both the terms and conditions of staff employment and the Code of Conduct applicable to all staff, Board Directors and representatives of Thirteen. Any breaches will be investigated and action may be taken.