

Privacy Notice



This privacy notice tells you what to expect when Thirteen handles your personal information.



Why do we collect and store personal information?

We need to collect, handle and look after personal information about you and other people in your household:



- So we can do the things the law says we must do



- So we can give you a good service



Information we may hold about you and how we use this

We may hold:

- Your names and dates of birth
- A photo of you
- Information about previous housing you have had
- We hold your contact details so we can communicate with you



We keep information about anything we need to know so that our services are accessible to you, and we are communicating with you in the right way.



We may have information which helps us to give a good service to all the people who live in our homes. This may include:



- Reports of anti-social behaviour



- Complaints about you



We will keep information about:

- The money you have paid us



- Any money that has not been paid yet



- What we are doing about making sure you pay the money you owe



We may hold information about you if we are giving you a service. For example a service around:

- Helping you to get a job
- Helping you to manage your money



We will have recordings of your telephone calls to us.



We may have pictures of you taken by our CCTV systems.



CCTV stands for Closed Circuit Television. These are televisions that we may have in shared spaces inside or outside our buildings.

We use CCTV to help to keep people safe.



We may have information that you have given us when you completed a questionnaire or a survey.



We may also have other information about you.

We keep this information about you:

1. Because we have an agreement with you



2. So that we can keep to the law



3. To protect someone's life



4. So we can manage our organisation in a good way



5. Because you have said that we can look after this information



Generally the information we hold will have been provided by you.



But we may also hold information about you that has been given to us by another organisation, for example from social workers and health professionals.



We will only ask for personal information that we need to give you a good service.



In some cases, you can refuse to give your information. But this may stop us from giving you the service you want.

How we manage your personal information



Your personal information will only been shown to our staff if they need to see it.



We will make sure that your personal information is:

- Only handled when it needs to be



- Kept up-to-date and correct



- Not kept longer than is necessary



- Kept safe



Please tell us about any changes to your personal information so we can make sure your details are correct.



We may ask you security questions to check your identity when you call us or when we call you. This is to keep your personal information safe.



We will not discuss your personal information with anyone other than yourself, unless you have given us written permission to do so.



Anyone calling for you will also be asked security questions to make sure we're looking after your personal information properly.

Sharing your personal information



There may be times when we need to share your information with other people or organisations.



We may share personal information:

- With people who are carrying out repairs, maintenance or improvement works



- With people or organisations that provide services for us

thirteen
Managing and building homes



- With other housing associations, trusts and landlords



- With the Council Tax Offices, to make sure you are paying the right amount of Council Tax



- With organisations who make checks before you can borrow money



- With local councils and the Government



- With the police



- With social services and health authorities



We may also have to share your personal information if:

- The law says we have to do it



- If a court says we must



- To protect someone who is in danger



We won't share any of your personal information with anyone outside the European Economic Area.

Your Rights



Right to see the information we have about you

You have the right to see the information we have about you.



If you want to do this you will have to complete a form and show us some ID.



If you want someone else to see your information you will have to put this in writing. Both you and them will need to show some ID.



We have one month to show you the information you've asked for.



Right to correct any mistakes or to delete any information

If you feel that any data that we hold about you is not correct you have the right to ask us to put it right.



You also have a right to ask us to delete information about you.



You would have to show that we don't need the information any more.

Right to stop us handling your information

You have a right to ask that we stop handling any of your information.



You might want to do this if you think it might be wrong.



Right to move your personal information

You have a right to get any information you have given us so that you can move it to another safe place.



Right to Object

You have the right to object to us passing on your information to anyone who is trying to sell you something.

More information



If you need more information, or if you want to see the information we have about you please contact us by:



By Post:

**Data Protection Officer
Thirteen Housing Group Limited
Northshore
North Shore Road
Stockton-On-Tees
TS18 2NB**



Telephone: **0300 1111 000**



Website: **www.thirteengroup.co.uk**



Email:

Governance.Compliance@thirteengroup.co.uk



If you are unhappy about how we are handling or looking after your information you can contact:



**Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF**



Telephone: 0303 123 1113



Website: www.ico.org.uk



**This Privacy Notice was last updated
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Easy read by **Easy-Read-Online.co.uk**