



How We Use Personal Information

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How We Use Personal Information

1. Using Personal Information

A1 Housing Bassetlaw Limited is an Arms Length Management Organisation, which was set up by and owned by Bassetlaw District Council.

A1 Housing will record, use, update, analyse and provide services to you (tenants and prospective tenants) and maintain and develop our relationships with you.

The following sections explain in more detail how and for what purposes A1 Housing will use your personal information.

2. Your Information

We currently may hold personal and financial information about you and may obtain or receive such information about you in the future. Such information may include sensitive personal data such as information relating to your income, health, racial or ethnic origin, sexual life, criminal convictions or proceedings where we need to hold such data for the purposes of services we provide to you, or it is our normal course of business to do so. Information about you may be contained in one or more databases, which are used by A1 Housing.

The information we process about you will be obtained from various sources e.g., directly from you, Bassetlaw District Council, from other organisations including Health Authority, other private landlords and from Registered Social Landlords.

For our internal operational reasons we may link information concerning you with other services we may or do provide.

When you request a service from us we will use the details you provide to us and details we may already hold about you to assist us in either assessing or providing a service.

3. Uses

We will use the information to assess whether you are eligible for services that we provide e.g., applications for rehousing or a transfer request. Information obtained from other organisations on your financial ability to pay the rent and any acts of anti-social behaviour will be used by A1 Housing.

If you provide financial information we will help you in making applications for Housing Benefits and other forms of benefit offered by the Government. We will use the information to help prepare a payment strategy to pay off debts owing to A1 Housing/Bassetlaw District Council and other organisations.

4. Confidentiality

We will treat all your information as confidential – even when you are no longer a customer of A1 Housing. This means that we will not give your information to anyone unless we are required to do so by law, where we have a public duty to disclose the information, where we have your consent (which is not necessarily required to be in writing), or it is in our legitimate interests to do so.

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We may provide information about you to persons acting on your behalf, i.e., local Councillor or to persons to whom we may transfer any of our rights or obligations.

5. Provision of Services

From time to time we may engage service providers, agents and sub-contractors to provide services to you and to process your information on our behalf. We will ensure that these service providers, agents and sub-contractors are under a duty of confidentiality and security in relation to your information and that they only process your information in accordance with our instructions under written contract

6. Informing You

In respect of services we may provide you with now or in the future, we may contact you by post, phone, fax, e-mail or other reasonable means and we will provide you with sufficient information about the relevant service.

7. Changes

As a result of improvements we make to our services, amendments to laws or regulations or developments in the technology or processes we use, we may change the information we hold about you / or the way in which, or the purposes for which we process such information. Where we require your consent to such change we will notify you of the change. However, unless you inform us otherwise, we will deem your continued receipt of services to which the change relates to constitutes your consent to the relevant change.

8. Protecting You

Telephone Calls – All calls to our Central Control Service are recorded or monitored for your protection, for our staff training and for service quality purposes. Calls to other services may also be recorded and monitored.

CCTV – We use CCTV to record images in and around our premises for the prevention and detection of crime.

Fraud Prevention – To prevent or detect fraud or to assist in verifying your identity, we may make searches of our and Bassetlaw District Council records and with other agencies such as RSL's who will supply us with information. We may also pass information to and receive information from other organisations in the prevention of fraud. If you give us false or inaccurate information and we suspect fraud, we will record this and may take legal action.

Please Help Us – We wish that our services meet with your expectations on all occasions. To do this we need the information we hold about you to be accurate and up to date. Please help us by informing us promptly of any changes to your personal circumstances that may be relevant to the services we provide to you.

You are entitled to see some of the personal information we hold about you, for which we may charge a small administration fee. You can also ask us to correct any inaccurate data we hold about you. For further information please contact your area housing office.