

Declaration

I confirm that the above is an accurate description of the information I wish to access. I understand that details of my request will be held on the Association's Register of Information Requests. I also understand that, where the Association complies with my request, I may be required to pay a fee of up to £10 prior to the information being released.

Signed

Date.....

We respond to all written requests within 40 days – normally to provide you with the information you asked for. You may be asked to pay a fee of up to £10 before we release the information.

Sharing information with others...

Due to the nature of our business, we share information about our customers with a variety of other organisations. There are also some agencies that process personal information on our behalf. This includes Perth and Kinross Council in relation to administration of the Common Housing Register, Housing Benefit, Council Tax, and the work of the Anti-Social Behaviour Investigation Team.

We're allowed to share information about you with other organisations provided we have a valid, legal reason for doing so. Normally we must have told you about our intention in advance.

The Customer Data Protection notice contains information about this. By signing it you are agreeing to your information being shared with or processed by a limited number of other organisations. We have arrangements in place to ensure that these organisations will use your personal information in accordance with the Act – and in particular that they'll keep it secure.

You should note that we don't pass your information to companies that are involved in any form of marketing activity or to others who cannot demonstrate a reasonable and valid need to obtain your information.

Keeping our records up to date...

It is important that the information we hold about you is accurate and up to date. If any of your personal circumstances change, it might mean the information we hold about you is incorrect. Let us know as soon as any of the details we hold about you change.

Enquiries and further information

If you'd like to ask us about anything in this leaflet – or about any service we provide – don't hesitate to contact us at:

Perthshire Housing Association
5 South St. John's Place
Perth
PH1 5SU

Tel: 01738 441088
(+ 24 hour answer service)

Fax: 01738 441060

E-mail: info@perthha.co.uk

Visit: www.perthshireha.co.uk

Office Opening hours:

Monday – Thursday 9am – 5pm
Friday 9am – 4pm

Data Protection



What's it all about?



Perthshire Housing Association Ltd

This leaflet can be made available on cd, tape or other audio formats, in Braille, in large print and in languages other than English. Contact us for information.

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You may have heard of “The Data Protection Act.” If so, you’ll perhaps know that this important law aims to protect your right to privacy and confidentiality. It does so by giving you certain rights in relation to how information about you is gathered, used, recorded and shared by companies and organisations including the Association and Perth and Kinross Council. At the same time, it places certain requirements on organisations, such as the Association, that collect and process information about you.

This leaflet explains a bit more about the Act, how it affects you, and what we do to ensure we meet the legal requirements and demonstrate good practice.

What we must do...

For a number of reasons, the Association collects and holds a range of “personal information” about its residents and other customers. As a result, under the terms of the Act, it is said to be a “Data Controller.” An Information Commissioner holds a publicly accessible register of all Data Controllers, and descriptions of their reasons for holding personal information. The Association’s details appear on this register. We are required to keep these details up to date.

There are general principles that determine how we handle information. These state that through our regular activities, data must be:

- Fairly and lawfully collected and processed
- Only used for limited, clear and well explained purposes
- Adequate and relevant to our needs and not excessive in detail
- Accurate and up to date
- Not kept longer than necessary
- Processed in accordance with your rights
- Securely stored

Your Rights...

In line with the Act, you have a specific right to:

- Access personal information that we hold about you
- Prevent us from processing information about you, if this is likely to cause damage or distress
- Prevent us from processing information about you for direct marketing purposes
- Object to decisions made through computerised systems (where there is no human involvement)
- Claim compensation for damage or distress caused by a breach of the Act.
- Have any inaccurate information about you changed, blocked, erased or destroyed.

When we collect information from you...

The Act says we must tell you why we are collecting your personal information.

For this reason, we have produced a Customer Data Protection Notice. This sets out the main ways we will use your personal information. We will provide you with a copy of this prior to collecting or recording information about you. You will be asked to sign this to confirm that you are happy for your personal information to be collected and processed for the purposes given.

We’ll not routinely collect what is known as “sensitive personal information.” This is information about your racial background; your religious or political beliefs; your medical status; or any criminal convictions. If we find it absolutely necessary to record this type of information about you, we’ll make separate arrangements to get your explicit consent to do so.

Accessing information that we hold about you...

You can ask to see any information that the Association holds about you. This is one of the main rights the Data Protection Act gives you. This includes details held in our files relating to you and your tenancy or occupancy. If you wish to see a copy of information that we hold about you, you should make your request in writing or fill in the attached form. It is important that you give your name and address and describe the specific information that you would like from us.

Information Request Form

Name

Address

Telephone:.....
(home)

.....(mobile)

Email:

The Association holds personal information about me. Please supply me with a copy of the following specific information, which I am entitled to under Section 7(1) of the Data Protection Act (1998):

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