



Homes & Enterprise

Supporting BME Communities
and Multi-Cultural Neighbourhoods

Data Protection



**Explaining how Unity will use
and protect your personal data**

Where is my data stored?

Confidential information relating to customers is held on:

- The housing database
- The main file server
- The email system
- Files in the relevant operational departments

How will Unity protect my data?

Unity will endeavour to protect your data in the following ways:

- All staff will receive regular training on Data Protection
- You will be offered a private place to discuss with Unity information of a confidential nature
- Information relating to tenants and housing applicants will only be kept as long as necessary
- You will be made aware of how Unity will process your data and we will seek consent from you to do so
- Access to your personal data will not be granted to staff who do not need to see it
- Your data will be kept securely – if the access is systems based; the information will be password protected
- Your data will not be passed on to any third parties without your explicit consent

When will Unity share my information?

Unity will not share your information with any third parties unless:

- There is clear evidence of fraud
- To comply with the law
- Where your health and safety is at risk
- It is for statistical or research purposes (in which case no specific names or addresses will be shared)

What are my rights?

Unity tenants and customers have the right to know:

- What information is being used
- Why it's being used
- Where it came from
- Who can see the information

What happens when my data is lost?

Although Unity makes every effort to protect your personal information, there may be times when it is lost or stolen. This could be due to human error, IT failure or a hacking attack.

In such cases you will be notified as to what information has been lost and you will be advised as to what steps you can take in order to protect yourself from harm as a result of its loss.

Requests for information

What are my rights?

- Any customer can make a request to access the personal data held about them
- All requests should be made in writing using the 'Request for Information' pro-forma. Please ask for one at reception, or for one to be sent out to you.
- You should be aware that you will not be able to access any information about other customers and tenants by submitting a 'request for informaton'
- The maximum that Unity can charge for this service is £10, to cover the cost of staff time spent looking for records, paper and printing.
- Payment should be made when your form is handed in.

What information will I receive?

You will be:

- Given a description of the data held about you
- Told for what purposes the data are used
- Told the type of organisations with whom your data may have been shared
- Given a copy of the information in terms that you can understand
- Informed about the source of the data
- Given all of the above within 40 days of making the request

Could my request be rejected?

No reasonable request for information will be rejected, however we may not grant your request if you are trying to seek information about another tenant or customer.

Your request could also be rejected if you have made recent or repeated requests for information.

What if my request is rejected?

- If your request is rejected, you could appeal the process.
- If you are not satisfied with the response you can take the case to court.
- The court can award compensation for any distress caused if access should have been provided
- You can also write to the Information Commissioner, who can issue enforcement proceedings against a data controller if he/she has contravened any Data Protection Principles.

Problems understanding?

If you need any of our information translating or if you need an interpreter, please contact us. We can also provide this information in large print or on CD if you need us to.

Unity Housing Association Ltd
113-117 Chapeltown Road, Leeds, LS7 3HY

 0113 200 7700

 uha@unityha.co.uk

web: www.unityha.co.uk



Search 'Unity Homes'