



where people flourish



# Protecting your data



**Choice**



**Opportunity**



**Trust**

**Radian is committed to keeping your personal information safe and secure.**

**This leaflet explains what we use your personal information for and how we take care of it. It is only a guide to data protection and does not give full details of all your rights.**

## **Protecting you! The Data Protection Act 1998**

We ensure that the way we hold and process your information meets the eight principles of the Data Protection Act. These state that information about you must:

- be fairly and lawfully processed
- be used for limited purposes
- be adequate, relevant and not excessive
- be accurate and up to date
- not be kept for longer than is necessary
- be processed in line with your rights
- be kept secure
- not be transferred to other countries except with adequate protection.

In other words, we must act in a fair and lawful manner in the way we get, keep and handle information about you. We must use only what we need; make sure it is accurate; keep it safe; and dispose of it securely as soon as we have finished with it. We must do these things by law.

# How we use your information

To help us provide services well, we collect, process and store personal information about applicants, tenants and other customers. We treat any information you give us in strictest confidence and in line with the Data Protection Act.

## When dealing with your personal information, we aim to:

- tell you whenever possible why we need your information and what we use it for
- only use your personal information for what we have said we will use it for
- keep only the personal information we need for the purpose of providing services to you or meeting our legal obligations
- make sure your personal information is accurate and up to date - please help us do this by telling us if any of your details change
- delete or destroy personal information about you when we no longer need it, in line with our retention and disposal procedures.



# What information do we hold about you?

Examples of personal information would be names and birth dates of people in your household, telephone numbers, or rent payment history. Some of the information we collect is more sensitive, and is classified as 'sensitive personal data' under the Data Protection Act.

## Why do we collect sensitive information?

Sensitive personal data is strictly confidential and is only made available to people who deal directly with your housing, support or care.

### **We collect information about things like your age, gender, sexuality, race, religion, disabilities to:**

- ensure we provide the services you need when and where you most need them
- supply statistical information to our regulators. We present this in a way that does not identify you.

### **We need medical or health information to:**

- assess your suitability and need for housing
- ensure we can provide the assistance you may need in an emergency
- adapt services to fit your needs.

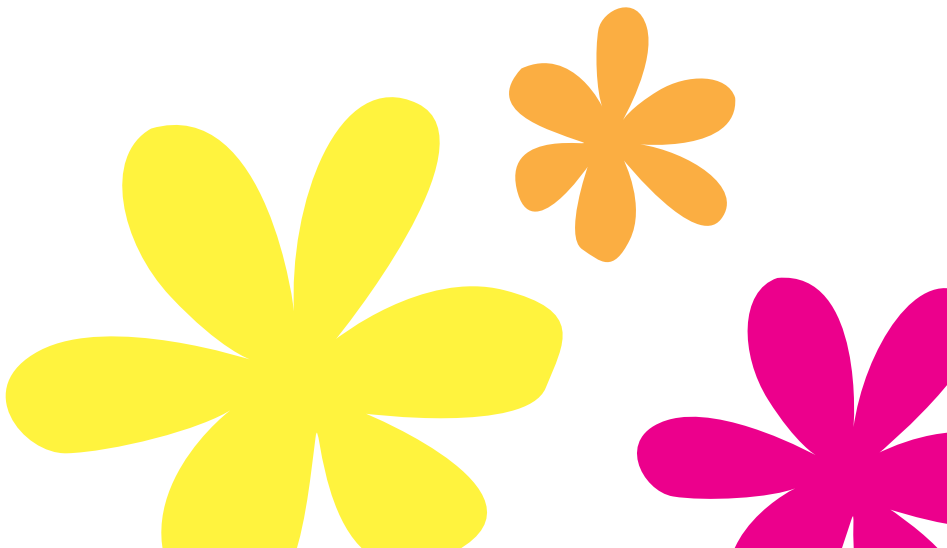
To protect our staff, we sometimes prefer them to make visits with a colleague rather than alone. If this applies in your case, we note it on our records and write to let you know why.

# How we protect your personal information

We are committed to the highest standards of security and confidentiality when holding your personal information. All personal information we receive from you or a third party (such as a doctor or social worker) is treated as strictly confidential. We will not disclose anything given to us in confidence unless you agree to this. The only exception to this rule is where the law requires us to share information with the police, councils or other landlords, for example to prevent or deal with anti-social behaviour, crime and fraud.

We must report how we use personal information to the Information Commissioner, who is responsible for making sure that information is collected, held and used in line with the Data Protection Act 1998.

If you phone our offices to talk about your rent account or personal matters related to your tenancy, we will ask you certain questions to prove your identity before we answer your enquiry. We want to be sure that we do not disclose personal information about you to another person by mistake.



# How long will we store your information?

**In line with the Data Protection Act 1998, we will not keep personal information for longer than is necessary. When we destroy or delete information we do so securely.**

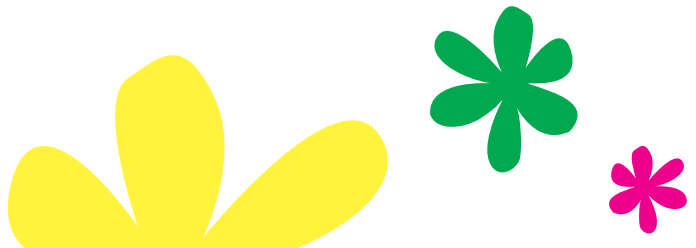
## **Who to contact if you feel we have not protected your information**

If you think we have broken any principles of the Data Protection Act, you can ask the Information Commissioner's Office to look into the matter.

## **Your rights to see and change your personal information**

The Data Protection Act allows you to find out what information we hold about you.

- if we hold personal information about you
- to provide you with a copy of any information you are entitled to
- to tell you what we use the information for and who we share it with
- to amend incorrect information.



# How can you access your personal information?

Please write to us with any request for access to personal information we hold about you. We may need to ask for proof of your identity before we can provide the information.

To cover our administration costs, we normally charge a fee of £10 for providing information.

We will deal with your request within 40 days of receiving it.

There is some information we cannot legally disclose to you; for example, if disclosing it would affect the way a police investigation or a criminal prosecution is carried out. Also, we must not disclose information to you about another individual.

**For more information or to receive a copy of our Data Protection policy, please contact our Data Protection Officer at the address below.**

Data Protection Officer  
Radian  
Drum Court  
The Spain  
Petersfield  
Hampshire  
GU32 3NG

Phone: 0300 123 1567



