



CROSS KEYS Homes

You'll be at home with us

Privacy Guidelines



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Privacy guidelines

The information we collect and how we use it

Cross Keys Homes is committed to protecting your privacy. These guidelines set out what information we collect, how we collect it and what we do with it.

We must set out the purposes for which we collect and use data in our annual registration with the Office of the Data Protection Commissioner. Some of your information may also be used anonymously (without identifying you, the individual) for statistical purposes for improving our service, security, crime prevention/detection and other research and analysis.

Information about you

This refers to information such as your name, contact details, personal circumstances and special needs which are passed to us by Peterborough City Council (including information about other members of your household), when you apply for housing. In addition information you give us when you become a tenant and from time-to-time throughout your tenancy.

You are responsible for ensuring that those members of your family are aware of the content of our privacy guidelines and agree to you acting on their behalf in your dealings with us. We will update your information whenever we get the opportunity to keep it current, accurate and complete.

Our use of your information

Peterborough City Council will use your information to process your housing application and we will use it to provide services to you and on your:

- tenancy file
- maintenance files
- rent account
- transfer application documents
- housing benefit records
- former tenant files
- 'tenants presenting a risk' list* (see over)

We may disclose your relevant information to other organisations for the purpose of providing you with our services including our maintenance contractors and partner organisations. Only information necessary for this purpose will be disclosed to them. This may be written information or it may be sent via email.

Privacy guidelines

Some of your information may be considered 'sensitive personal data' under the Data Protection Act 1998 (this includes for example any information relating to health, sexual life, religion, ethnic origin). We will require your positive consent for us to use such information and we will do all that is reasonably practical to draw this to your attention when you first supply us with your information or at the next available opportunity. If you do not agree to our use of your information we may not be able to provide you with certain services. Other sensitive information such as that relating to rent arrears, medical details, domestic violence, and harassment will always be treated in the strictest confidence. We are however obliged to pass information to the police which may be relevant to criminal investigations.

*In addition, if staff are subjected to violence or intimidating behaviour this will be investigated through our internal risk review process. Following investigation, where there is cause for concern, tenants will be written to advising them that their details will be added to our 'tenants presenting a risk' list. Our duty of care to our employees and contractors under health and safety law means that this information must be available to those who need to contact or visit a tenant in future. Full details of this procedure and information held will be made available to a tenant at the time they are added to the 'risk' list.

Security statement

We will take all reasonable steps to have in place appropriate security measures to protect your information.

Accessing your information

The Data Protection Act gives individuals the right to view personal information held about them on computer and in paper form. Cross Keys Homes is committed to allowing individuals access to their information, customers can also request the deletion or amendment of incorrect information (on occasion it may be necessary for us to ask for evidence to support a change). Requests to view personal information should be made in writing to: **Data Protection Officer**, Cross Keys Homes, Shrewsbury Avenue, Woodston, Peterborough PE2 7BZ .

The following information **cannot** be made available:

- Information relating to or identifying a third party unless that person has given their written consent
- Information received from other agencies e.g. social services, doctor, the department of work and pensions or lawyers (which could be reasonably expected to be treated as confidential)
- Information that could cause physical or mental harm
- Information that could affect national security

Privacy guidelines

Cross Keys Homes does not normally make a charge for the provision of access to personal information. However, information cannot be sent out by post and an appointment needs to be made to visit our head office or the appropriate area office to view the data. If customers wish to copy quantities of data then a small charge will be made.

Third party requests for information

Third parties who wish to get in touch with a customer are advised that Cross Keys Homes will pass on correspondence on behalf of the third party but under no circumstances is the customer's address divulged unless there is a legal requirement for us to do so, or if there is sufficient evidence to suggest that not to do so could cause danger to life.

Police requests for information

Police requests for information are referred to a senior neighbourhood manager who will consider the nature of the enquiry and whether the information should be given. Consideration must be given to likely consequences of not providing the information and in some circumstances Cross Keys Homes will be legally bound to disclose information.

Media requests for information

Media requests for information are referred to our communications team who will consider the nature of the enquiry and whether information should be given.

Consideration will be given to whether you personally have contacted the media and prompted the enquiry or it has resulted from a third party.

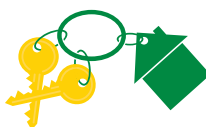
If the enquiry has not been prompted by you the communications team will contact you to inform you and advise.

This leaflet is available on tape, in larger print or can be translated on request.

Email: info@crosskeyshomes.co.uk

Website: www.crosskeyshomes.co.uk

Telephone: 01733 385007



CROSS KEYS Homes

Cross Keys Homes Limited is a registered charity, registered number: 1104746

