



Your Rights. Your Data

## What is this leaflet about?

This leaflet gives you information on how Mosscare St Vincent's Housing Group **processes and protects your personal information** as a current or former customer (resident, tenant, leaseholder or client) in accordance with the *General Data Protection Regulations (GDPR)* and **how you can request access** to the information we hold about you.



**W**hen processing your information or requests and sharing, storing and protecting your personal information, we will ensure we do so with honesty and respect.

We will comply with *GDPR* and work in partnership with you and the *Information Commissioner's Office (ICO)* when processing your information. We will regularly review and make necessary changes when you, the law or the *ICO* request such changes.

## What is the *General Data Protection Regulation*?

The new *General Data Protection Regulation (GDPR)* sets out rules for processing personal information about you. The regulation applies to some paper files and those held on computers and states that those who record and use personal information **must ensure that it is handled properly**. We are required under *GDPR* to ensure your personal information is:

1. Fairly and lawfully processed
2. Processed for limited purposes
3. Adequate, relevant and not excessive
4. Accurate and up to date
5. Not kept for longer than is necessary
6. Kept secure

The regulation also allows you to find out what personal information is held about you.

## What information do we collect?

We offer and deliver many different services so the types of information we collect are varied. Some examples of information we collect are:

- Name and address
- Telephone and/or contact details
- Dates of birth for you and people who live in your household
- Income details and history of payments
- Information on your housing need, applications, transfer, health, etc.

**We may also collect information about you for a number of other reasons, including:**

- Monitoring Diversity and Equality
- Research and statistical analysis
- Prevention and detection of crime
- Regulatory purposes
- Where we are required to by law.



## How do we take care of your personal information?

**Information is held in paper files and on our computer systems.** Not all members of staff are able to access this information, only those who need to.

The information is used by us in order to deliver a service to you. There may be occasions when we have to share information with others to **enable us to deliver our services and fulfill our legal and contractual obligations**, for example sharing some information with our repairs contractors, other housing providers, the Government, our regulators, social services and the police.

Where we are legally required to do so we will share information in the following circumstances:

- **Prevention or detection of crime**
- **Apprehension or prosecution of offenders**
- **Assessment or collection of tax or duty owed to customs and excise**
- **In connection with legal proceedings**
- **To comply with the law**
- **Safeguarding concerns**

We may from time to time take part in national fraud initiatives. This will mean we will share your information with other organisations, for example, the *Audit Commission*.

Dependent on the circumstances we may inform you when we are taking part in these schemes by giving you notice of what we are taking part in, what information will be shared and how it will be secured. This notice can be in the form of a newsletter, leaflet or letter as well as on our website.



## What are your rights?

You can ask us:

- If we **hold personal information** about you
- **What** we use the information for
- To provide you with a **copy of the information** you are entitled to
- To provide you with **reasons we would use your information** and who we would share it with
- For **incorrect information** to be corrected.
- To **stop using your information** for certain purposes, e.g. marketing
- If you have previously provided consent and have **changed your mind** you can ask for consent to be withdrawn.
- To **delete your personal data** where it is no longer necessary for us to use.

## How do you ask to see your information?

You should:

- **Complete** the attached *Request to access your Personal Information Form*
- **Provide** a detailed description of what information you are requesting
- **Provide** proof of identity

We need to be satisfied that the person submitting the form is the person to whom the information relates. If we cannot satisfy this by normal means for example, comparing your signature on the form with that on the files we hold on you, then we may ask you to provide **two forms of identification** - one with your name and address (for example, a recent utility bill) and another proof of identification such as a copy of your driving license or birth certificate.

If you have difficulties completing the form **please contact us and we will be happy to help you.** If you fail to supply the information indicated above we may not be able to respond to your request.

## What will be needed if someone is acting on your behalf?

If you have asked someone to act your behalf, such as the *Citizens Advice Bureau*, you will be asked to supply an authority to act. The *Authority to Act Form* can be obtained from the agency acting on your behalf or from your local housing team.

You will also need to complete the section on the *Request to Access Your Personal Information form* at the end of this document detailing who they are.

## Where do you send the form to when it is completed?

Please send your completed form along with the relevant documentation to:

 **Data Protection Officer,**  
Mosscares St Vincent's Housing Group,  
7th Floor, Trafford House,  
Chester Road, Old Trafford,  
Manchester, M32 0RS

 **DataProtection@msvhousing.co.uk**

## What will be sent to you?

You will be supplied with the personal information we hold on you which you are entitled to receive.

However, your right to see certain information may be limited. These are referred to in the Regulation as 'exemptions'. For example, if we are providing you with information which would be likely to affect a police investigation or, criminal/civil legal proceedings. Certain health and social work information may also be limited.

**If you feel we have not supplied you with information which you were expecting then please contact us.**

## How long will it take to receive the information?

We have **1 month** from the date we are satisfied with your identification and have enough details from you to locate the information you are requesting.



## What to do if you think that the information you have been provided is incorrect

You should contact us at

 **Data Protection Officer,**  
Mosscares St Vincent's Housing Group,  
7th Floor, Trafford House, Chester Road  
Old Trafford, Manchester, M32 0RS

 **DataProtection@msvhousing.co.uk**

**You should explain what you believe is incorrect and why.** You will receive a letter **within 21 calendar days**, detailing if we have corrected the information and if not, why not. *The Data Protection Act 1998* describes inaccurate information as being "information which is incorrect or misleading as to any matter of fact".

## What to do if you feel your information is not being processed correctly

If you feel the information we hold on you is **not being processed in accordance with the information detailed in this leaflet**, please contact us by writing to:

 **Data Protection Officer,**  
Mosscares St Vincent's Housing Group, 7th Floor, Trafford House,  
Chester Road, Old Trafford,  
Manchester, M32 0RS

 **DataProtection@msvhousing.co.uk**

**We will carry out an assessment and respond to you.** If you are dissatisfied with the outcome of the assessment, your next step will be to contact and raise your concerns with the *Information Commissioner (ICO)* who will consider if the organisation has broken any of the data protection principles and establish whether or not we are processing information in accordance with the *General Data Protection Regulation*.

## Who is the Information Commissioner?

The *Information Commissioner's Office (ICO)* is responsible for regulating, enforcing and promoting good practice and transparency in the access and use of personal information. Organisations have to notify the *ICO* of all the purposes for which they will be processing information. For example, if we are delivering a housing service we would register a purpose under 'Property Management'.

In this section of the notification we describe in general terms the individuals **likely to be affected by this type of processing** (e.g. a tenant), what type of personal information will be processed and who we may share the information with.

The above is a brief example of one purpose in the notification. We are a happy to supply you with a copy of the notification upon request.

The ICO contact details are:

-  **Information Commissioner's Office**  
Wycliffe House, Water Lane, Wilmslow  
Cheshire SK9 5AF
-  **0303 123 1113**
-  **[www.ico.org.uk](http://www.ico.org.uk)**

## Accessing Personal Information

### How to complete this form

**Please read this leaflet fully before completing this form.** It will help you to understand what *Mosscares St Vincent's* will do in response to your request. You should complete this form and send it with:

- **Identification** (this can normally be satisfied by comparing your signature on this form to the files we hold on you) However, to process your request more quickly we may ask you to supply identification showing your name, address, and date of birth.
- **Complete every section** giving as much detail as possible on the information you require, e.g. incident dates, times and location of the information. Your request may be delayed or not processed if you put "I want a copy of my information", as we have many types of information.
- **Authority to act** is needed if you are asking someone to represent you.



If you have difficulties completing the form **please contact us and we will be happy to help you.** If you fail to supply any of the above we will not be able to process your request.



**Mosscares St Vincents Housing Group**  
7th Floor, Trafford House, Chester Road,  
Stretford, Manchester M32 0RS



telephone  
**0161 226 4211**



email  
**[DataProtection@msvhousing.co.uk](mailto:DataProtection@msvhousing.co.uk)**



visit  
**[msvhousing.co.uk](http://msvhousing.co.uk)**

If you would like this information in another language or format, then please contact us

Si vous voulez ces informations dans une autre langue ou format, prière de nous contacter

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਤਰੀਕੇ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

5 إذا كنت ترغب في الحصول على هذه المعلومات بلغة أو صيغة أخرى، فيرجى الاتصال بنا.

Haddii aad macluumaadkan ubaahan tahay luqad kale ama hab kale, fadlan nala soo xiriir

Jeśli wymagasz tej informacji w innym języku lub formacie to skontaktuj się z nami

اگر این اطلاعات را به یک زبان دیگر و یا یک قالب متفاوت می خواهید لطفاً با ما تماس بگیرید.

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਤਰੀਕੇ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی دوسری زبان یا شکل میں چاہیے تو براہ کرم ہم سے رابطہ کریں۔

# Request to access your Personal Information

## SECTION 1 - Personal Details

Title  First name  Surname

Date of Birth  /  /  Telephone

Current Address

Previous Address(s)

I am a ☐ Tenant ☐ Applicant ☐ Former tenant

### Proof of Identification - Please supply a photocopy of the following:

- **Examples of identification** - driving license and utility bill
- **Signature** - compare against agreement/file held by organisation

## Section 2 - Appointing a Representative to act on your behalf

I would like the appointed agency/organisation to act on my behalf, and receive all the personal information I am entitled to receive. The agency/organisation acting on my behalf is:

The name of the person acting as my agent is:  The telephone number of my agent is:

I have attached the Authority to Act ☐ Yes ☐ No

## Section 3 - Full description of the information you are requesting

**Please explain in full the information you are requesting, together with any information or descriptions that will help us to identify and locate the information.** Failure to describe the information you are requesting may delay or prevent Mosscares St Vincent's Housing processing your request. Where possible, indicate dates and names of people you have had contact with.

From date  /  /  to date  /  /

I have had contact with: at  on  /  /

at  on  /  /

at  on  /  /

## Section 4 - Declaration

I confirm that the information given by me and/or my agent on this form is true. I understand and agree that the information I and/or my agent has supplied is for the purpose of making and the processing of this request for access to my personal information only. By signing this form I agree that all information included is true and accurate. I understand that any attempt to mislead or impersonate or attempt to impersonate another individual may be a criminal offence.

Signature  Date  /  /