

We may also disclose Sensitive and Personal Data where this is permitted by the Data Protection Act 1998, without your consent. Circumstances where this might occur include complying with the law, assisting in the prevention or detection of a crime or in connection with legal proceedings.

RVH is committed to preserving your privacy and as such we will endeavour to ensure that your rights under the data protection legislation are preserved at all times.

How can you find out what data we hold?

Most of the information we hold is standard and in most cases we hold it because you have given it to us. Under the Data Protection Act 1998 you have a right to access your Personal Data.

There are certain exceptions to this right; we may not be required to give you access to the data if this involves giving you information about another individual who has not given us consent to do so.

You can obtain our Subject Access Request from:

- our reception area
- our website, ribblevalleyhomes.org.uk
- contacting the RVH office

If you are not a current tenant, your form must be accompanied by a cheque for £10, made payable to RVH as permitted under the act.

If you require this information in another format eg: large print, braille, audio, in another language or as an easy read document please call the freephone number below.

Contacting Us

Should you require more information about any of the following matters please ring Ribble Valley Homes on our freephone number **0800 111 4448**

- Paying your rent and service charges
- Reporting repairs at any time
- Anti Social Behaviour
- Rehousing Enquires
- Resident Involvement

Homeless Enquires can be made to Ribble Valley Borough Council on **01200 414567** (Out of Office Hours 01200 444448)

Ribble Valley Borough Council enquires including refuse collection, council tax and housing benefit, please call **01200 425111**



Ribble Valley Homes (RVH) is a member of the Vicinity Group. Like many organisations we may hold personal information about you in order to manage your tenancy. For our tenants, this means information about you and your household members, such as names, ages, household type, economic status etc.

This guide sets out:

- why we hold and process your Personal Data
- how we process your Personal Data
- who has access to your Personal Data
- how you can obtain a copy of this data

In this guide we use specific terms under the Data Protection Act.

These are:

- Personal Data
Information relating to an identifiable living individual; Personal Data can be held on computerised systems or in some manual filing systems.
- Sensitive Personal Data
Personal Data relating to physical or mental health, racial, or ethnic origins, religious beliefs, sexual orientation, criminal offences or allegation of such offences.
- Processing
Accessing, holding, recording, disclosing or deleting information.

Why do we hold and process your Personal Data?

We may process your Personal Data for a number of reasons, which include:

- procurement of goods and services
- employment administration
- housing management
- property maintenance
- payment for goods and services
- operation and maintenance of communication systems
- regulatory compliance
- sensitive Personal Data is normally only held if you or someone authorised by you (for example your doctor) has given us the data.

Ribble Valley Homes has notified the Information Commissioner about the purposes for which it uses data and what it does with the data obtained.

Further details are available from the office of the Information Commissioner or at informationcommissioner.gov.uk

How do we process your Personal Data?

How we process your data depends on the particular circumstances and needs of particular tenants or employees. We can only use the data for the purposes we set out in advance.

The Data Protection Act sets out eight principles, designed to protect individuals, which require that Personal Data should be:

- fairly and lawfully processed
- processed for limited purposes
- adequate, relevant and not excessive
- accurate and kept up-to-date
- not kept longer than necessary
- processed in accordance with the data subject's rights
- kept secure
- not transferred to countries outside the European Economic Area without adequate security

Who has access to your Personal Data?

Generally only RVH has access to the Personal Data we hold. There are circumstances where we will disclose data to others, including other companies within Vicinity Group, other social landlords, local authorities, government departments, the police and our contractors.

We would not disclose your Personal Data for purposes other than those already mentioned. When we do disclose data, we endeavour to ensure that it is kept secure and used properly.

As with Personal Data, Sensitive Personal Data would normally only be accessed by us or other companies within Vicinity Group. However, there are circumstances where it may be disclosed to others.

Normally we would only do this with your consent, for example, where we are confirming information with your doctor, or passing it to another housing provider in relation to a re-housing request.