

Short Privacy Notice For Housing Tenants

Privacy

Impact Housing Association will record, use and sometimes share personal information about you and your family in order to provide you with our services. That may include granting you a tenancy, or giving you care and support, or selling a property to you.

We will only record, use or share information that is needed for the purpose in question, and then only if we have a lawful basis for doing so. The chief basis will be that the information is necessary for creating your tenancy and maintaining it.

If the information is about your health or care, or something else you can expect to be kept private, the lawful basis will be your explicit consent. However, we will share your information without your consent if that is sufficiently in the public interest. That may include sharing to keep someone safe or to combat crime, including anti-social behaviour and fraud. We will assess each disclosure separately.

We may monitor and record your calls to us, to be sure we follow your instructions correctly and to improve staff training,

We take security very seriously and will apply appropriate technical and organisational measures to keep your information safe. Moreover, we won't keep it for any longer than required by law or best practice.

You have the right to see your information and for it to be rectified as appropriate. You have the right to portability so that your information can be used in different settings. In certain circumstances, you have the right to object to processing, for processing to be restricted, and even for the information itself to be erased.

If you would like to know more about our use of your information or your rights, you can see our full privacy notice [here](#). If you would like a paper copy, or there is anything you would like to discuss in person, please call us on 03448 736 290