



A guide to your rights.....

BCHA holds information about you such as details of you and your family and sometimes about your health or your personal circumstances. The Data Protection law gives you rights relating to any information we hold about you and BCHA must use this information properly in a way you understand.

This leaflet tells you why we hold and process data about you, what we do with the data, who sees your data and how you can find out what information we hold about you.

In this leaflet we use terms which have special meanings under the Data Protection law. The main terms and their explanations are given below.

Personal Data – this means.....

Information relating to an identifiable individual. This information can be held on computer or in the paper filing system.

Sensitive personal data - this means.....

Information relating to an identifiable individual which relates to what may be sensitive matters such as a medical condition.

Processing – this means.....

Obtaining, holding, disclosing or deleting information

Why does BCHA hold and process your personal data?

The main reasons for BCHA processing your personal data are listed below:

- housing management, which may also include meeting your health and/or support needs
- rent collection and housing benefit
- repair and maintenance of your home
- equal opportunity monitoring
- prevention of crime and crime reduction
- research
- meeting the requirements of the Housing Corporation.

Sensitive personal data is normally only held if you or someone authorised by you, for example someone living with you, or your doctor or social worker, has given BCHA the data. BCHA holds and processes this data in connection with meeting your housing needs if, for instance, you wish to move home or have adaptations made to your home. Processing is also permitted by Data Protection legislation without our obtaining your consent. Examples where BCHA may process your data are for ethnic monitoring and for medical purposes.

BCHA has notified the Information Commissioner in detail of the purposes for which we use data and what we do with the data. Further details are available from the office of the Information Commissioner or on its website at www.dataprotection.gov.uk.

What does BCHA do with personal data?

BCHA is known as a data controller. What we do with data depends on your circumstances and needs and of those living with you. It is not possible to list precisely what we do with data but we can only use it for purposes we have set out in advance. BCHA has to comply with principles designed to protect the individuals on whom we hold data. The principles include the requirement that data:

- must be processed fairly and lawfully and only for specified purposes;
- must be accurate, relevant and not excessive;
- must not be kept longer than necessary

and

- must be protected against accidental loss and unauthorised use or other processing.

Who can see data held by BCHA?

Personal Data

Generally only BCHA staff can see personal data. However there are some circumstances where BCHA discloses information to others, for example BCHA contractors, BCHA legal advisers, other social landlords, local authorities, government departments and the police.

BCHA would not disclose data for purposes other than those mentioned overleaf. When we do disclose data we do our best to ensure it is kept secure and used properly.

Sensitive personal data

Sensitive personal data is normally seen only by BCHA staff. However there may be circumstances where it is disclosed to others. Generally sensitive personal data will be disclosed only with your knowledge and your consent, for example, where we are confirming information with a doctor or social worker or giving it to another social landlord or local authority in relation to a request by you or those living with you to move home.

BCHA may also disclose sensitive personal data where processing such data is permitted by data protection legislation without our obtaining your consent

What information does BCHA hold on you and how can you find out?

Most of the information BCHA holds is fairly obvious and generally in most cases we hold it because you or others living with you have given it to us.

Under Data Protection legislation you have a right of access to personal data held on you. There are certain exceptions to this right. In particular, BCHA may not be required to give you access to personal data if this involves giving you information about another individual.

If you want to see the information we hold on you in our records, please contact BCHA IT Manager. BCHA will need to know that you are who you say you are and we will need information from you to check on your identity. You will also be charged a small fee.

If you find any information that is wrong you should tell BCHA and we will either correct it or put a note on the file.

If English is not your first language or if you have any difficulties with this leaflet please tell us – we will be happy to help you.