

## **Privacy Notice – Employment and Training, and Volunteering service users**

This Notice will inform you of how we, One Housing Group Limited (hereafter referred to as One Housing), and our subsidiaries and brands (including TPHA, Citystyle, One Direct Maintenance Limited, One Support, Season and Baycroft) will collect, use, store and share personal information about you.

As a 'data subject' under the General Data Protection Regulation, you are responsible for making sure that all information that you give us is accurate at the time of data collection. In addition to this, you are responsible for informing us of any changes to your personal data (for example, a change of your name or contact details) so that we can maintain accurate records. You can do this by calling or emailing your caseworker.

### **Information we will collect from you**

#### **When you use our Employment and Training service**

When you register to use our Employment and Training service at One Housing, we will collect the information listed below:

- your name
- your date of birth
- your address
- your type of accommodation – for example, shared ownership or rented accommodation
- your telephone number
- your email address
- your employment status
- what benefits, if any, you receive
- your educational background
- your nationality
- whether your day to day activities are limited by a health problem or disability
- whether you have a history of offending or unspent convictions
- your marital status
- your caring responsibilities, and
- your support needs relevant to employment.

We will also collect proof of your identity, proof of address, and proof of your right to work in the UK – this could include your passport. If you don't provide us with this information, we may not be able to register you with our Employment and Training service.

Additionally, we will, with your consent, collect further information about you, including your racial or ethnic background, your religious beliefs and your sexual origin. If you choose not to provide us with this information, this will have no effect on your application to register with our Employment and Training service.

## When you use our Volunteering and Partnerships service

When you register to use our Volunteering and Partnerships service at One Housing, we will collect the information listed below:

- your name
- your address
- your telephone number
- your email address
- whether you are a resident of, or receive support from, One Housing
- the type of volunteer work you are interested in
- the geographical areas you are interested in
- whether you have any unspent convictions, and
- your support and access needs relevant to volunteering.

We will also check your proof of identity, although we do not keep a copy of this. If you don't provide us with this information, we may not be able to register you with our Volunteering and Partnerships service.

We will also, with your consent, collect further information about you, including your gender, whether you are transgender, your date of birth, your racial or ethnic background, your religious beliefs, whether you have a disability, and your sexual orientation. If you choose not to provide us with this information, this will have no effect on your application to register with our Volunteering and Partnerships service.

## How we'll use your information

The table below tells you what One Housing will use your information for, and what our lawful basis for processing this information is.

<b>Types of information</b>	<b>What we will use this for</b>	<b>Our lawful basis for processing</b>
The information you provide us with on registration to our Employment and Training service.	To identify appropriate employment and training opportunities for you, to arrange support in these positions where required, and to contact you about these opportunities.	One Housing processes this information on the basis of a <i>legitimate interest</i> to make sure that suitable opportunities are identified for you.
Copies of your proof of identity, address, and right to work in the UK.	To confirm your identity, that you are a One Housing resident, and your right to work in the UK.	One Housing processes this information in order to fulfil the <i>legal obligation</i> to confirm your identity and right to work in the UK, in advance of a potential <i>contract</i> of employment with an employer.
Additional information we may collect on registration to our	To monitor diversity in our caseload as recommended by the Equality and Human Rights Commission, only. The	Many of these types of information are classified as special category personal information. One Housing only collects and processes this

Employment and Training service.	individual information you give us in this section will not affect applications for jobs.	information with your <i>explicit consent</i> . You may choose to withdraw this consent at any time.
The information you provide us with on registration to our Volunteering and Partnerships service.	To confirm your identity, identify appropriate volunteering opportunities for you, to arrange support in these volunteering positions where required, and to contact you about these opportunities.	One Housing processes this information on the basis of a <i>legitimate interest</i> to make sure that suitable opportunities are identified for you.
Additional information we may collect on registration to our Volunteering and Partnerships service.	To monitor diversity in our caseload as recommended by the Equality and Human Rights Commission, only. The individual information you give us in this section will not affect applications for volunteering opportunities.	Many of these types of information are classified as special category personal information. One Housing only collects and processes this information with your <i>explicit consent</i> . You may choose to withdraw this consent at any time.

## **Who we share your information with**

### **When you use our Employment and Training service**

We will share your information with potential employers, in order to determine whether the opportunity is suitable for your needs, and to assist with drawing up the contract of employment.

### **When you use our Volunteering and Partnerships service**

We will share your information with potential placement organisations, in order to determine whether the volunteering opportunity is suitable for your needs.

We will also, with your consent, share your information within One Housing, with our Employment and Training team. This is in order to provide you with further training to secure you a volunteering position, or in case you are ready to look for employment.

One Housing will not carry out automated decision making with your personal information. One Housing will also not transfer your personal information outside of the United Kingdom.

## **How long we will hold your information for**

### **When you use our Employment and Training service**

We will keep your personal information for two years after you finish receiving support from us. After this time, we will destroy your information.

### **When you use our Volunteering and Partnerships service**

We will keep your personal information for one year after you finish receiving support from us. After this time, we will destroy your information.

## Know your rights

At any time after we have collected information about you, you have the following rights:

1. You have the right to ask for a copy of the information that we hold about you. If, for any reason, One Housing refuses this request, we will provide you with a reason why.

To submit a request, please fill in the Subject Access Request form, or write to One Housing at the address at the bottom of this Privacy Notice. Please include as much information (for example, subject or date range) about your request as you can so that we can respond as quickly and fully as possible.

2. You have the right to correct information that we hold about you that is inaccurate or incomplete.
3. You have the right, in certain circumstances, to ask us to delete the information we hold about you from our records.
4. You have the right, in certain circumstances, to restrict our use of the information that we hold about you.
5. You have the right, in certain circumstances, to ask us to transfer the information we hold about you to another organisation.
6. You have the right to ask us to not use your information for certain purposes, for example direct marketing.
7. You have the right to ask us not to use automated decision making on your information.

## Complaints

If you would like to make a complaint about how your information is being used by One Housing (or the other organisations that we share your data with, as described above), or how your complaint has been handled, you have the right to lodge a complaint directly with the Information Commissioner's Office, or One Housing's Data Protection Officer.

The details for these contacts are:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Data Protection Officer  
Governance Directorate  
One Housing Group Limited  
100, Chalk Farm Road  
London  
NW1 8EH

casework@ico.org.uk  
0303 123 1113

dpo@onehousing.co.uk  
020 8821 5100