

## Privacy Notice – tenants and applicants/nominees

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. We will check this with you from time to time however, you are responsible for informing us of any changes to your personal data (for example, a change of your name or contact details) as part of your contract with us so that we can maintain accurate records. You can do this by telephoning the customer contact centre on 020 8821 5300, or by accessing your account on our website ([onehousing.co.uk/my-account](http://onehousing.co.uk/my-account)).

### Information we will collect from you

When you apply for a tenancy with One Housing or Citystyle, we will collect the information listed below. In the event that you are nominated for a tenancy with One Housing by your local authority or another body, we will receive this information directly from the nominating body.

- Your name
- Your current address and residence status
- Your previous addresses over the last three years
- Your date of birth
- Your telephone number
- Your email address
- Your nationality
- Your gender
- Your marital status
- Your current and previous employment details, and
- Your next of kin

We will also collect copies of some or all of: your passport, your birth certificate, bank statements and wage slips. If you do not provide us with this information, we may be unable to enter into a tenancy agreement with you.

If your application or nomination is successful, we will, with your consent, additionally collect further information about you and your household, including:

- Whether you have a disability
- Whether you receive additional support in your current accommodation
- Your main language
- Your racial or ethnic background
- Your religious beliefs
- Your sexual orientation
- What benefits, if any, you receive, and
- Your income

If you choose not to provide us with this information, One Housing may not be able to provide you with certain types of support or other services, for example benefits advice or

debt management. You may withdraw your consent for us to hold this information at any time, by telephoning the customer contact centre on 020 8821 5300 and exercising your right to erasure.

In addition to this, we may collect additional information from you, or update our records, at various points throughout your tenancy with us. Examples of this could include, but are not limited to:

- Changes to your tenancy record if you add another tenant to your tenancy, or your household changes in any way
- Changes to your tenancy record if you are involved in anti-social behaviour
- Changes to your personal information if you change your name or contact details, or
- Changes to your personal information if your disability status, religious beliefs, sexual orientation or benefits status changes

## How we'll use your information

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

Types of information	What we will use this for	Our lawful basis for processing
The information you provide us with on application, or that we receive as part of your nomination by a local authority.	To allocate you an appropriate property for your needs, to set up your tenancy account, and to contact you about your tenancy.	One Housing must process this information in order for us to enter into a tenancy <i>contract</i> with you.
Copies of your passport, birth certificate, bank statements, and wage slips.	To confirm your identity, right to rent in the UK, and ability to pay rent.	One Housing is under a <i>legal obligation</i> to confirm your identity and right to rent in the UK. In addition, One Housing has a <i>legitimate interest</i> in making sure that you have sufficient financial resources to pay your rent.
Further information you provide about you and your household if your application or nomination is successful.	To allocate you an appropriate property for your needs, to provide you with additional support in your property as required, and to provide other services such as benefits advice or debt management.	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.
Further information we collect during your tenancy.	To update your tenancy record, to determine if you require a transfer to a different property, to respond to anti-social behaviour in an appropriate manner, and to provide you with additional support in your property as required.	One Housing must process some of this information in order to maintain our tenancy <i>contract</i> with you (e.g. changes to households, and changes of name or contact details). One Housing is under a <i>legal obligation</i> to record anti-social behaviour. One Housing will only collect and process special

		category information with your <i>explicit consent</i> . You may choose to withdraw this consent at any time.
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## Who we share your information with

From time to time, we may need to provide third parties with personal information about you or members of your household. These third parties include:

- The police, to assist in the investigation of crime
- Local authorities, for example social services, anti-social behaviour teams, Council Tax and Housing Benefit departments
- The National Anti-Fraud Network, National Fraud Initiative, and our credit reference agency, Letts-Check, to tackle fraud and credit check tenancy applicants
- Repairs and maintenance contractors, or other contractors acting on our behalf to arrange appointments with you
- Tracing and/or debt collection agencies, to deal with incidences of rent arrears that remain unresolved or outstanding after termination of a tenancy agreement
- Other housing associations, for housing transfers, and
- The Deposit Protection Scheme, to register your deposit

All information sharing is subject to the relevant information sharing protocol, except for in circumstances where we are required to disclose your information by law or a governmental body.

Files may be viewed by external parties such as local authority contract managers, inspection teams and auditors as part of monitoring, audits and service reviews.

Your information may be shared internally between One Housing and its subsidiaries, for example One Direct (our property maintenance company) to facilitate repairs to your property.

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

If your application or nomination for a tenancy is unsuccessful, we will destroy all of your personal information that we hold within 24 hours of making the decision. However, if we deem your application or nomination to have been fraudulent in any way, we will retain your name and date of birth on a suppression list for future reference.

If your application or nomination is successful, after you end your tenancy we will retain your information for seven years, for legal reasons. After this time, your information will be archived.

## 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

casework@ico.org.uk  
0303 123 1113

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

dpo@onehousing.co.uk  
020 8821 5100