

PRIVACY NOTICE

Introduction

Community Campus '87 needs to collect and process personal data in order to deliver our services to you:

- To develop support plans and risk assessments, and to make sure that you are receiving the support/services you need to progress positively in your life.
- To provide property management and maintenance services.
- To improve the quality of services and develop our service offer.

Recording Personal Information About You

Most information we hold will be collected from you, but we may also obtain this from third parties such as previous landlords or other professionals working with you. We will always tell you why we need the information and how we'll use it. We only ask for information that is relevant and necessary in order to deliver the best possible service to you.

Information Sharing

Your information is confidential and will only be shared where:

- To meet our legal and contractual obligations (As a commissioned service funded by Local Authorities we are obliged to provide regular performance and outcomes information).
- In connection with legal proceedings.
- To safeguard a young person or vulnerable adult.

When the information we need to share is defined as 'special' (e.g. Information about ethnicity, religion, etc.) we will generally ask you for consent before we share it unless we are required or permitted to share this by law.

Data Security

Your information is kept private and only accessible by staff, hardcopy files are kept in locked cabinets and are not to be left unattended and computer based files are protected by password systems. Your information will be archived for six years after you have stopped using the service and then destroyed. If your application is unsuccessful your information will be stored securely for one year then destroyed.

Accurate and Up to Date

Please tell us if your information changes so we can keep it up to date. For example if your contact details (mobile and email address) or if your household circumstances change.

Verification of Identity

We may need to ask you for proof of identity where this is necessary for the delivery of our services, for example to ensure eligibility for housing. We may also carry out security checks to verify your identity when we communicate with you or your representative by phone.

Your Rights

You can ask for a copy of the personal information we hold about you – this is known as a Subject Access Request. You can also request information to be corrected erased or transferred to another organisation. All such requests must be in writing including a copy of proof of address and valid ID. Further details outlining all of your rights in relation to your personal data are available on our website.

Consent and Promotion of Our Services

We will use your contact details to send you information and communicate with you about all matters associated with your tenancy. We will never sell your details to third parties for their marketing purposes.

Declaration

I confirm that a member of staff of Community Campus has explained to me my rights regarding the collection and use of my personal information.

I agree to Community Campus collecting, recording and processing information about me in the ways described above.

Client Name:

Client Signature:

Date

Examples of Where We May Need to Share Your Information

Statutory Bodies such as Legal and Government Organisations	<ul style="list-style-type: none"> Local Authorities (e.g. Social Services, Environmental Health, Council Tax). Health Authorities. DWP and Housing Benefit Agencies.
The Police and Others Within The Criminal Justice System	<ul style="list-style-type: none"> Probation. HM Prison Service. Youth Offending Teams.
Non-Legal Organisations	<ul style="list-style-type: none"> Other Housing Associations and Landlords. Insurers. Banks. Utility Companies (e.g. gas and electricity providers). Credit Reference Agencies and Debt Collection Agencies.
Your Representatives	<ul style="list-style-type: none"> A Nominated Friend, Family Member or Solicitor. Local Councillor or MP. Medical Professionals.
Persons or Organisations Associated with Community Campus '87 Ltd	<ul style="list-style-type: none"> Maintenance Contractors.

Contact Us:	Further Information:
<p>The Data Protection Team Community Campus 87 Ltd 76 Brunswick Street Stockton TS18 1UU</p> <p>Email: dpo@cc87.co.uk Website: www.communitycampus87.com</p>	<p>The Information Commissioner (ICO) is also a source of further information about your data protection rights. The ICO is an independent official body:</p> <p>Information Commissioners Office Wycliffe House Water Lane, Wilmslow Cheshire, SK9 5AF</p> <p>Tel No: 0303 123 1113 Website: www.ico.org.uk</p>