

# Hope into Action: Coventry

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## Data Privacy Notice for Tenants of Franchisees

### Personal data

Your privacy is very important to us. This privacy notice is provided by Hope into Action: Coventry, charity number: 1177548 (HIA: Coventry) and references to 'we', 'our' and 'us' are references to HIA: Coventry.

Hope into Action Coventry is a franchisee of Hope into Action UK (company number 7309173) (our "Franchisor") and operates under licence from our Franchisor. Where applicable in this Privacy Notice references to 'HIA' include HIA: Coventry and our Franchisor.

We are a controller of your personal data under applicable data protection laws, including the General Data Protection Regulation (GDPR). We as a controller, determine why and how we collect and use your personal data.

In the process of becoming a tenant of HIA and during your tenancy we will keep some data about you. This is "personal data", because it is about you as a particular person, and it can be linked to you.

### What personal data do we hold?

We will record your name, address and email address, phone number, next of kin and emergency contact, personal finance, benefits and passport number. We will also record any debt, housing history, offending history and relevant personal matters and history. We will also record date of birth, gender and disability, if you have provided this.

We will keep records on employment and training opportunities, meaningful use of time and social interaction. We will keep records of periodic assessments, action plans, outcomes, support notes and other notes and records. Where we use CCTV or other recording systems at any of our locations or houses we may also gather your personal data in the form of images, video footage and sound recordings that is taken.

We may also collect information about criminal convictions and offences.

At all times we shall use all reasonable endeavours to keep your data safe, accurate and updated but we do not undertake to check or verify the accuracy of personal data provided by you. Please keep us informed if your personal data changes during your relationship with us by contacting us on the details provided below in the paragraph "**Contact us**" below. We will not be responsible for any losses arising from any inaccurate, inauthentic, deficient or incomplete personal data that you provide to us.

### Special category data

We will record and process some personal data about you which is also special category data., including any medication, drug abuse, your physical and mental health, medical history, ethnicity, religion, and sexual preference.

### How do we obtain your personal data?

We obtain your personal information from the following sources:

**Directly from you**, either in person, via email or telephone or via automated technologies, such as CCTV or other recording systems, cookies, server logs and other similar technologies. This includes personal information you provide when you use any of our services or correspond with us.

**Indirectly** from other third parties when:

- you are referred to us by a third party for the provision of services such as through your GP or local authority. These may include special categories of data;
- we liaise with your workplace, health professional or other treatment or benefit provider;
- we liaise with your family;
- we deal with experts (including medical professionals such as psychiatrists) and other service providers about services you have received or are receiving from us;
- we liaise with county courts in respect of small claims involving you; and/or]
- we liaise with debt collection agencies.
- You use social media platforms (such as FaceBook, X (Twitter) and Instagram) for example where you share our content through social media, for example by liking us on Facebook, following or posting about us on X (Twitter); and
- publicly available sources.

### **What is your data used for?**

We use personal information:

- For risk assessment of potential tenants and general suitability
- For the wellbeing of tenants and to provide or facilitate appropriate services and support
- For the Health and Safety of tenants regarding their vital interests or in accordance with HIA safeguarding policy
- To ensure tenants receive their benefits
- To administer HIA's business and ensure its financial stability through the collection of rent and personal charges
- To ensure the safety of staff, volunteers, support workers, neighbours and other tenants
- To comply with any legal obligation
- For research purposes, ongoing learning and development of the organisation including the analysis and profiling of tenants on an anonymised basis

We also obtain and use certain aggregated data such as statistical or demographic data for any purpose ("Aggregated Data"). Aggregated Data may be derived from your personal data but does not directly or indirectly reveal your identity. For example, we may aggregate your Information Technology Data to calculate the percentage of users accessing a specific feature on our website. However, if we re-combine or re-connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this Privacy Notice.

## Does HIA have a right to your data?

When “processing” your personal information (this is the legal terminology and essentially means using your personal data) we must have a legal justification for doing so. The particular justification depends on the proposed use of your personal information. Where we state below that we are relying on our legitimate interests to use your personal information then we will only do so in a way which does not overly prejudice your privacy rights. In addition where we are using your special category data like health data, we are also required to have an additional legal justification to do so. We have set out the general legal bases together with any additional special condition we are relying on below for each anticipated use of your personal data.

- **To register you as a tenant.** The processing is necessary to perform a contract with you and to provide you with the services.
- **To communicate with you about your services.** The processing is necessary to perform a contract with you and for our legitimate interests in providing the services to you. Additionally, the processing may be necessary to protect your vital interests where you are physically or legally incapable of giving your consent and/or for us to establish, exercise or defend any legal claims.
- **For administration purposes.** The processing is necessary to perform a contract with you, for our legitimate interests in managing your contract and administering our business.
- **For the operation of our business including protecting it from fraud.** The processing is necessary for our legitimate interests in managing your contract and administering our business. Additionally, the processing is necessary for the provision of the services by us and may be necessary for us to establish, exercise or defend any legal claims.
- **For audit purposes.** The processing is necessary for our legitimate interests to monitor and improve the way we offer our services and the public interest in statistical research.
- **To comply with our own legal and regulatory obligations and defend or exercise our legal rights.** The processing is necessary for us to comply with a legal obligation to which we are subject and for our legitimate interest to protect our business and reputation. Additionally, the processing is necessary for the provision of services by us and may be necessary to establish, exercise or defend any legal claims.

## Special Category Data

The purpose for this is for your wellbeing and to facilitate appropriate services and support and for Health & Safety and for your vital interests all in accordance with HIA’s safeguarding policy.

The lawful basis for this, is that it is in your and our legitimate interest, with benefit to you and necessary for us to in order to perform our role. We check that the processing of your special category data will not cause harm and we will only hold it and process it in for the purposes outlined here.

Additionally, we will also hold and process this data in the course of our legitimate activities with appropriate safeguards as a not for profit body with a philosophical aim in connection with its purposes and on the condition that the processing of the special categories of data relates solely to you in

connection with our above purposes and that your personal data is not disclosed outside Hope into Action without your consent.

### **Do you have to agree to our use of it?**

It is your choice whether to give us personal information so that we can provide our services but if you do not provide certain personal information (such as personal details), we may be unable to provide all or some of our services.

Where our legal basis for using your personal information is consent, you can choose to withdraw your consent at any time by contacting us using the details in this privacy notice.

### **Sharing your data**

We share some of your data with the volunteers linked to the support package offered by HIA, our Franchisees and other agencies including the partner Church assigned to your house. We may also on occasion share relevant data with other agencies providing support to a tenant or who have a legitimate involvement, including the Department of Work & Pensions, the NHS and the Local Authority, or a statutory undertaker, and at termination of a tenancy with a housing provider or appropriate agency. Where a house is operated in partnership with another organisation, data will be shared with that organisation.

We may also share some of your personal data with: our external professional advisers such as accountants, bankers, insurers, auditors and lawyers; law enforcement agencies, courts or other relevant party, to the extent necessary for the establishment, exercise or defence of legal rights and third parties which are considering or have decided to acquire some or all of our assets or shares, merge with us or to whom we may transfer our business (including in the event of a reorganisation, dissolution or liquidation);

We will not share your data with any other third party without your consent, unless there is a legal requirement such as where reporting to the Police a criminal activity or a safeguarding of children or adults at risk issue or other safety issues where liaison with Police or next of kin or other appropriate person would be required.

We would also share data with relevant authorities and appropriate persons where it is necessary to establish or verify any relevant evidence for the purposes outlined in this Privacy Notice.

Where we retain the services of a third party provider, data may also be shared in compliance with our own security standards, policies and procedures.

### **How long will your data be kept?**

Our relationship with our tenants goes beyond the original term of the tenancy so taking into account any legal, accounting, reporting and regulatory obligations, we will keep the data whilst it is necessary to maintain that relationship and beyond that, to safeguard our legal interests.

Refused applicants' data will be destroyed after six months.

### **How is your personal data kept safe?**

We keep personal information secure with appropriate measures in place to protect against the loss, misuse and alteration of personal information, however, the transmission of data across the internet is not completely secure. We cannot guarantee that loss, misuse or alteration of data will not occur whilst data is being transferred.

We ensure that access to personal data is restricted only to those members of staff or volunteers whose job roles require such access and that suitable training is provided.

The originals of your forms, or a photo-copy, are kept in a secure, locked room with the key only available to authorised members of staff. A login account with password is required to access data held on our computer system.

### **International Transfer of data**

We do not currently transfer, store and/or process any personal data outside the European Economic Area, However if we do decide to do so in the future then we will only do so if In connection with such transfers: the relevant safeguard is in place such as standard model clauses or on the basis of an adequacy decision such as where the European Commission has decided that the relevant non-EU country ensures an adequate level of protection.

### **What rights do you have?**

You have a number of rights under Data Protection legislation:

#### **1. *Right to know what data we hold***

You have a right to know what personal data we hold about you. This Data Privacy Statement describes the data that we will hold. But you can ask if we have any other data about you which is not covered by this Data Privacy Statement.

#### **2. *Right to have a copy of the data we hold***

If you would like a copy of your Personal Information, please contact us at the address given in the 'Contact us' section, or by email to [info@hopeintoaction.org.uk](mailto:info@hopeintoaction.org.uk) stating your full name and providing us with sufficient information to verify your identity. Please also help us to respond quickly by indicating why you think we hold Personal Information about you and what information you think we may hold. Sometimes there may be a reason why access will not be possible. If that is the case, you will be told why. We will respond promptly and within one month of receiving all necessary information.

#### **3. *Right to object***

You can object if you think we are using your data in the wrong way. You can also object if you think we don't have "lawful grounds" for using your data. We shall no longer process your personal information unless we can demonstrate compelling legitimate grounds.

We will give you a statement explaining why we use your data and explaining the "lawful grounds". If you are still not happy, you can complain to the Information Commissioner's Office. If we find we are using your data in the wrong way, we will stop immediately and stop it happening again.

#### **4. *Right to have your data corrected or deleted***

If you think there is a mistake in your data, or there is no longer justification for us to hold it, please contact us at the address given in the 'Contact us' section or [info@hopeintoaction.org.uk](mailto:info@hopeintoaction.org.uk). You have a right to have your data held correctly; we may need to check what is the correct data, but we will put right any mistakes as soon as possible.

#### **5. *Right to be forgotten***

We promise to remove your data when it is no longer reasonably required which will be a significant period of time following the end of the termination of the Licence Agreement in order to protect the long term interests of the parties and to avoid any risk of any legal claim against either party.

Finally, if anything happened to your data that could be a risk to you, we will do our best to tell you.

#### **Contact us**

To make enquiries in relation to this privacy notice, exercise any of the above rights, or to make a complaint about our use of your personal information, please email [coventry@hopeintoaction.org.uk](mailto:coventry@hopeintoaction.org.uk) or phone us on 07490 510443 or write to us at Hope Into Action: Coventry, The Halo Centre, Progress Way, Coventry, CV3 2NT

If you are not satisfied with the way we deal with your complaint, you have the right to refer it to the Information Commissioner's Office without first referring it to us.

#### **Changes to this privacy statement**

We keep our privacy notice under regular review and we reserve the right to change this statement from time to time. If changed we will post a new notice on this page. This notice was last updated on 25<sup>th</sup> May 2018.