

woven



**GDPR**

The purposes  
for which we  
may process  
the personal  
information of  
customers.

**PRIVACY NOTICE**

# Customer Privacy Notice

This Privacy Notice explains the basis and purposes for which we may process personal information and the rights individuals have with respect to this.

In the course of our work we collect a person's name, age, address (current & previous), contact details including telephone and email, and national insurance. We may also collect Sensitive Personal Data - relating to a person's nationality, ethnicity, religious belief, gender identification, sexual orientation, marital status and disability. We gather information on residential status, employment, housing history, household type, economic status, income details, financial commitments, bank details, allowances, benefits and grants, support being received or required (name of support worker or external agency), unspent criminal convictions and third-party authority / information.

## Why we gather personal information

We collect this personal information because it is a necessary part of our function as a housing provider and social landlord. We have a legal basis for doing this, through consent and for legitimate purposes. When a person first applies for social housing (to NIHE), the 'applicant' provides 'consent' which allows Registered Social Landlords to process personal data in connection with the application and any subsequent tenancy. Our processing of personal data is necessary for 'Legitimate Interests' in managing a tenancy, and also those of third parties with whom we may share data (only with consent, unless allowed otherwise by law). Third parties include Contractors, NIHE, other landlords, PSNI, Courts, Government Departments, Political Representatives, HMRC, Social Services, Probation Service, Utilities Companies, Pensions Companies, NIFRS, Support agencies and Health services.

## **How and when we gather personal information**

We collect information about current, former and potential tenants, those who live in our properties (which might include family and people associated with the tenancy) and those who access services. We collect personal information when a person applies for a home (this may include information from other landlords, the PSNI, the Probation Service, Support Services, Social Services, and Health Services), when a person signs a tenancy agreement, when terminating a tenancy, and through ongoing communication during the time a person lives in our properties or uses our services. We do this through telephone calls, text messaging, written communication, website / email contact, advice services, processing CCTV images and at events to promote our work.

## **How we store and use personal information**

All personal and sensitive information we hold, is treated confidentially and in a manner that ensures appropriate security, in line with our Data Protection Policy. All steps will be taken to minimise the possibility of any breach of security - ICT systems and procedures, office security and confidential destruction of all waste paper documents. Unauthorised use of data is not permitted and staff members are trained and equipped to prevent loss and guard against breach. Information will not be retained any longer than is necessary to fulfil the purpose for which it was gathered, nor will it be transferred outside of the European Union. We use the information that is collected in order to deliver our services: to manage allocations, lettings and tenancies, process rent and service charges, provide a repairs and maintenance service, offer advice, consult and engage with customers on subjects relevant to their tenancy, handle complaints, Anti-Social Behaviour, provide support and additional services including security, health and safety. Any changes will be reflected in updates to this Notice to ensure you are kept informed.

## Your Rights & Access to your information

Under GDPR you can find out if we hold any of your personal information (including CCTV images) by completing a Subject Access Request, available in printed format and on the Data Protection section of our website. If we do hold information about you we will tell you what it is and provide you with a copy of it. You can also be provided with information about the processing (ie the purposes, which categories of data we have and how long we hold it).

## Making a complaint

If you have any concerns regarding the security of the information we hold, please let us know immediately. If you wish, you can also raise the matter directly with the Information Commissioner's Office:



**The Information Commissioner's Office - Northern Ireland**  
14 Cromac Place, Gasworks, Ormeau Rd, Belfast, BT7 2JB

**T: 028 9027 8757 E: [ni@ico.org.uk](mailto:ni@ico.org.uk)**

# woven

**INVESTORS IN PEOPLE®**  
We invest in people Gold



The Responsible  
Business Network  
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Exchange House  
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028 9042 7211

028 7136 0015



[info@woven.org.uk](mailto:info@woven.org.uk)



[woven.org.uk](http://woven.org.uk)

woven's office hours are:  
08:45 to 16:45 Mon to Thurs  
08:45 to 16:30 on Fridays

