



Privacy Notice

This privacy notice tells you what to expect when Leazes Homes collects personal information. It applies to information we collect about:

1. Tenants and leaseholders (Section 1); and
2. Job applicants, current and former employees and trustees (Section 2)

1. Tenants and leaseholders

1.1 General Statement

This Privacy Notice explains Leazes Homes' obligations to you in respect of your data. Your Homes Newcastle (YHN) is Leazes Homes' managing agent in respect of your tenancy. Leazes Homes and Your Homes Newcastle are data controllers in common. This means that we both use your data for the purposes detailed below.

The use of "we" throughout this notice means Leazes Homes and YHN. We are committed to protecting the privacy and security of your personal information and have shared responsibility for processing your data.

This Privacy Notice describes how we collect and use information about you in relation to your tenancy in accordance with General Data Protection Regulations.

1.2 Legislation

We will only process your information or share your information with others when it is necessary:

- To effectively manage your tenancy;
- To comply with the law and other regulations that affect us;
- To protect the safety of yourself and others;
- To carry out the work we are authorised to do in the public interest; and
- To protect your interests and those of Leazes Homes and YHN.

If we need to process information about you and your tenancy for any reason other than those listed above, we will ask your permission to do so and record your consent.

1.3 How do we collect information about you?

We obtain information about you;

- When you register and complete the Tyne and Wear Homes application form;
- When you contact us; and
- From third parties when it relates to the management of your tenancy.

1.4 Why is information recorded?

We keep records about you to enable us to manage your tenancy.

These may be written down (manual records), or kept on a computer (electronic records).

These records may include:

- Personal details about you, for example, name, address, date of birth;
- Unique identifiers (such as your National Insurance number);
- Photographs or photographic ID;
- Contacts we have had with you, for example, appointments & letters;
- Notes and reports about your relevant circumstances;
- Details and records about the service you have received;
- Financial information; and
- Information from third parties to assist us in the management your tenancy.

1.5 Who we are going to share your information with?

We may need to contact third party organisations in order to manage your tenancy. We will only share information which is relevant to the enquiry and is required for the organisation to identify you and/or other household members. Third party organisations can include, but are not limited to:

- Current and previous landlords;
- Health professionals;
- Support services;
- Public authorities , for example The Department of Works and Pensions, the Police and the Probation service;
- Contractors acting on behalf of Leazes Homes and YHN;
- Financial organisations such as credit reference agencies, debt collection and tracing agencies;
- Suppliers of services, for example utility companies; and
- YHN or any company owned by YHN.

All our third parties are required to take appropriate security measures to protect your personal information in line with legal obligations. We do not allow our third parties to

use your data for their own purposes. We only permit them to process your data in accordance with our direct instructions.

1.6 Security of your information

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

1.7 Retention

We will only retain your personal information for as long as is necessary to fulfil the purposes we collected it for and to meet our statutory and regulatory reporting requirements.

We will store and retain your information in line with YHN's retention policy.

1.8 What are your rights?

Data Protection laws give you the right;

- To be informed why, where and how we use your information;
- To ask for access to your information (commonly called a data subject access request);
- To ask for information to be corrected if inaccurate or incomplete;
- To ask for your information to be deleted or removed where there is no need for us to continue processing it;
- To ask us to restrict the use of your information;
- To ask us to copy or transfer your information from one ICT system to another in a safe and secure way, without impacting the quality of the information;
- To object to how your information is used; and
- To challenge any decisions made without human intervention (automated decision making).

You have the right to make a complaint if you have any concerns about the information we hold about you, or how we process it.

You can do this by contacting the Managing Director of Leazes Homes by email; InfoLeazeshomesYHN@newcastle.gov.uk or by writing to the address below.

If you make a complaint and remain unhappy with the outcome, you can raise a concern with the Information Commissioner at ico.org.uk by contacting their helpline on 0303 123 1113.

1.9 Declaration

We reserve the right to update this privacy notice at any time and we will provide you with a new privacy notice when we make any substantial changes. We may also notify you in other ways from time to time about the processing of your personal information.

If you have any questions about this privacy notice please contact:

For the attention Data Protection Officer Business Services Your Homes Newcastle YHN House Benton Park Road Newcastle upon Tyne NE7 7LX Or alternatively email Information.requestsyh@newcastle.gov.uk	Managing Director Leazes Homes Jubilee Court Kenton Road Newcastle upon Tyne NE3 3BW Tel: 0191 278 8784 Email: InfoLeazeshomesYHN@newcastle.gov.uk
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2. Job applicants, current and former trustees, current and former independent chairs of audit committee, and employees

2.1 Job applicants

Leazes Homes is the data controller for the information that is provided by you during the recruitment process. If you have any queries about the process or how we handle your data please contact InfoLeazeshomesYHN@newcastle.gov.uk

2.2 Information about you

We obtain information about you from our application form and in some instances from your curriculum vitae. The information you provide us with will only be used to progress your application or to fulfil legal requirements. The information you provide to us will be stored securely by us and / or our data processors.

There is an equal opportunity monitoring form attached to the application form. This information will only be seen by the Company Secretary and if you don't provide it, it will not affect your application.

2.3 Appointment process

If you are unsuccessful for the position you have applied for then we will not retain any of your information and it will be disposed of securely. If we make a conditional offer of appointment we will ask for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. Checks include confirming identity, right to work in the United Kingdom and

assurances as to your trustworthiness, integrity and reliability. You will be required to provide:

- Proof of your identity;
- Proof of your qualifications; and
- We will contact your referees directly to obtain references.

If we make a final offer and prior to your commencement date we will ask you for bank details to process salary and expenses payments.

2.4 Data processors

These are third parties that provide elements of employment related services to us. We have contracts in place with our data processors. They will not share your personal information unless it is with us and they will hold your information securely.

Data processors for services relating to job applicants, current and former trustees and employees are:

Ellison Services – If you are employed by us or are a trustee or an Independent Chair of Audit Committee, then Ellison Services will hold relevant information about you to provide a payroll service to us. This will include your name, salary, bank details, address, date of birth and National Insurance Number.

2.5 Retention of information

If you become a trustee or are employed by us then the information you provide as part of the application process and the information that we need to retain to comply with relevant legislation will be held for the duration of your term of office or employment plus 6 years following the end of your term of office or employment.

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- To ask for your information to be deleted or removed where there is no need for us to continue processing it;
- To ask us to restrict the use of your information;
- To ask us to copy or transfer your information from one ICT system to another in a safe and secure way, without impacting the quality of the information;
- To object to how your information is used; and
- To challenge any decisions made without human intervention (automated decision making).

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2.7 Declaration

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If you have any questions about this privacy notice please contact:

Managing Director Leazes Homes Jubilee Court Kenton Road Newcastle upon Tyne NE3 3BW Tel: 0191 278 8784 Email: InfoLeazeshomesYHN@newcastle.gov.uk
