

We offer a wide range of leaflets which set out our policies, procedures and good practice. These are available on request.

Whitefriars is proud to be part of



Whitefriars Housing Offices

9 Little Park St
City Centre
Coventry

☎ 024
7676 7111

29-31 Riley Square
Bell Green
Coventry

☎ 024
7670 8400

192 Torrington
Avenue
Coventry

☎ 024
7649 6700

St James Lane
Willenhall
Coventry

☎ 024
7651 6700

Need help in your own language?

Arabic

آيا به زبان خودتان به كمك نياز داريد؟ "هل تحتاج إلى مساعدة بلغتك".

French

« Vous avez besoin d'aide
dans votre propre langue ».

Kurdish

اپنی زبان میں مدد کی ضرورت ہے۔ ئایا پئویستت به یارمه تی به زمانی خۆت ههیه.

Farsi

Polish

Wymagają Państwo
pomocy w swoim języku?

Urdu

☎ 024 7676 7000

Do you want this leaflet in a different format?

If you need this leaflet in audio, braille or large print format contact

☎ 024 7676 7000

Repairs Line (24hrs) 0845 850 6090

 business for neighbourhoods



www.whitefriarshousing.co.uk
www.wmhousing.co.uk

About Your Information

A propos de votre information

حول معلوماتك

درمورد اطلاعات شما

لهبارهی زانیارییه کانی تو

Dane Osobiste

آپ کی معلومات کے بارے میں




whitefriars
HOUSING

"creating places where people are proud to live and work"

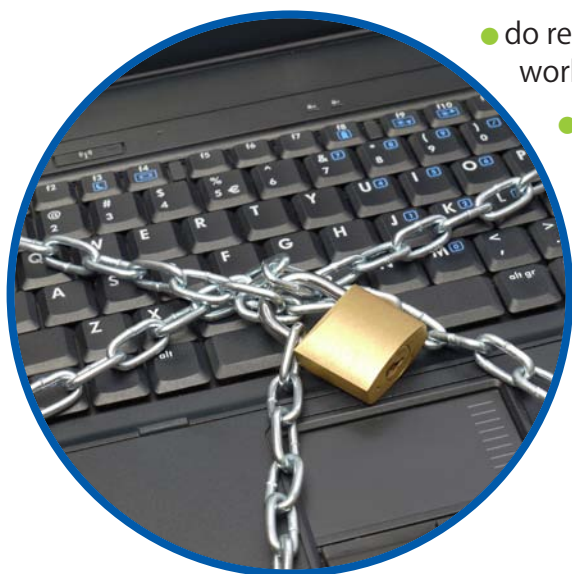
About Your Information

This leaflet tells you how West Mercia Housing Group and its partner associations will use and protect your information in line with the Data Protection Act 1998.

How will we use your information?

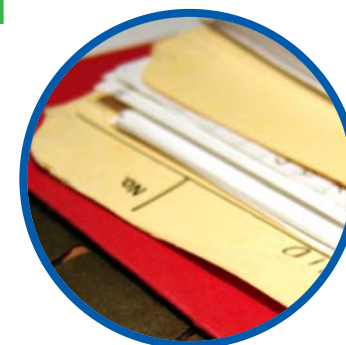
We will use your information such as your name, address, contact telephone number and any other information you have given to us to:

- provide you with a home and tenancy
- maintain our records and provide a quality housing service
- contact you about your rent account
- manage and enforce the tenancy conditions you have agreed to
- support any claims you make for benefits or grants
 - support and help you live independently
 - do repairs and maintenance work to your home
 - help improve and shape our services.



How will your information be stored and who will see it

- Your information will be stored electronically or in paper files.
- Only employees who need to will see your information, to provide you with a quality service and good customer care.



How long will my information be stored?

- Some information is destroyed as soon as the matter has been dealt with, if it is no longer needed.
- Most information will be stored for the time you are a Nexus customer.
- If you are no longer a customer, we may keep some of your information for a while after you have left the property. This is so that if we have to provide information at a later date, we can do so, for example to recover money you owe us or to defend or pursue a legal claim in court.

Who will we share your information with?

We will only share your information in line with the Data Protection Act 1998.

We may share your information with:

- repair and maintenance contractors working on our behalf
- the local council
- the Police



- other housing associations
- legal teams
- any representative acting on your behalf that you have given us permission to share your information with.

We work with the Police and local council departments to help ensure the safety of our tenants, children, the public, and our staff.

If you get into debt while living in one of our properties, we will share your information with the company trying to recover the debt. This might be other housing providers or a gas and electricity supplier or even a catalogue company.

We will also give people acting on our behalf access to your information, such as our auditors, so that they can ensure we are acting professionally and protecting your data.

Your rights

You have the right to:

- ask to see any personal information we hold about you. There will be a charge for this to help cover our costs
- know what and why we collect information and how it is used
- know who we may share the information with.



If you want to see your information

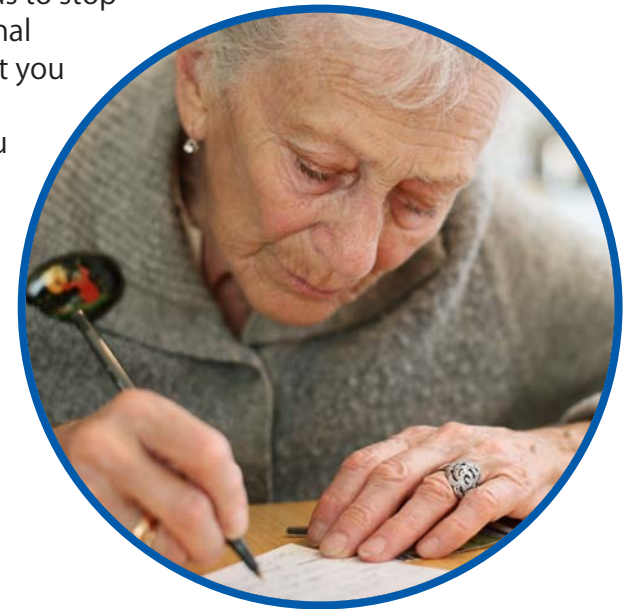
- To see your information you will need to write to your local office, enclosing a £10 fee to cover our administration costs.

- We will respond to you within 40 days of receiving your request and the fee.
- You will not be able to see information that:
 - has been given to us that we have agreed will remain confidential. For example, if you are in dispute with a neighbour, we will not give you information they may have given us, unless they agree to this
 - anyone who doesn't work for Nexus has given us, unless they agree to this
 - we consider to be privileged information. This is information passed between us and legal teams acting on our behalf.

If you think your information is incorrect

If you think the information we hold about you is incorrect, we may consider removing or correcting it. You can also ask us to stop processing personal information about you that you think is likely to cause you or others damage or distress.

We will let you know whether we intend to keep, correct or remove the information we hold about you.



If any of your information changes

You must let us know about any changes to the information you have given us, to ensure we are holding accurate data.

We need to know if:

- you get married
- your emergency contact details change
- your household changes, for example if you have a new baby, or a partner, relative or friend is now living with you.

These changes may affect any benefit you are entitled to. If so, we will share this information with the agency paying the benefit, but you must also tell the agency about these changes.

What do you think?

We may contact you to do a survey to find out what our customers expect or want from us, so that we can shape and improve our services.



We would really like to know what you think, but completing the survey is optional. If you do not want to take part, simply ignore the survey or tell our employee when they contact you.

For more about data protection, contact any of our housing offices.

