



## Applicant Privacy Notice

(how we use your information)

The Data Controller is: **Norton Housing and Support Ltd, 107 Newport Street, Leicester, LE3 9FU 0116 2538541** [info@nortonhousingandsupport.org.uk](mailto:info@nortonhousingandsupport.org.uk)

### Information About You

The information given as part of your Application is used in order to evaluate how suitable our service is to meet your housing and support needs, including arranging an Assessment of Need, and also to evaluate any risks associated with offering you a place in one of our schemes.

What we do with this information is controlled by the **General Data Protection Regulations** and you have the right to:

1. Know how we collect and use your data.
2. See what information we hold (called making a "Subject Access Request")
3. Get inaccurate information corrected
4. In some circumstances, have the information we hold about you deleted.
5. In some circumstances, restrict how we use your information.
6. Ask us to share your data, for example with another housing association.
7. Ask us to stop processing your data—called "the right to object"
8. Make a Complaint –see below.

The law says that when personal data about you is processed, the organisation processing it must have clear reason for doing this, called a 'lawful basis'. Our lawful bases for processing your personal data is as follows:

- you have asked us to do something before entering into a contract – i.e. you have asked us to consider your Application for Supported Accommodation.
- The processing is necessary for our legitimate interest i.e. to provide housing and support services.

In order to process 'special' category data, such as information about your health, organisations must satisfy certain additional conditions. Our condition for processing special category personal data is that the processing is carried out in the course of our legitimate activities as a not-for-profit body (a registered Charity)

### **What if I don't provide you with the information you request?**

The consequences of you failing to provide requested information, or providing inaccurate or incomplete data may include:

- Norton Housing and Support being unable to process your Application.
- An offer of Accommodation being revoked, or you being given Notice to Leave.
- Our ability to support you may be compromised.

### **Storing this information**

Your personal data is stored:

- In paper format in a locked cupboard at the head office, 107 Newport Street, Leicester, LE3 9FU.
- Electronically, on the Norton Housing and Support head office server. Access to this is restricted and passwords are in use.
- On our database, which uses cloud storage – in practice the data is stored in a secure, UK based, datacentre only accessible via a username / password, which are only issued to relevant staff.

Please rest assured that your data is only accessed by Norton Housing and Support staff and Trustees in the course of processing your Application. Staff receive training and a full induction outlining their responsibilities to abide by our data protection and confidentiality procedures.

### **Retention**

If you withdraw from our Application process or your Application is declined, we will normally retain your application for period of eighteen months for the purposes of monitoring the source and type of applications received. After this it will be securely destroyed.

Should you be offered a place in one of our schemes, your application will be retained in your file for reference purposes and to monitor your progress towards the outcomes specified in your support plan. You will receive a new Privacy Notice at this point, explaining in more depth how we handle Service Users' Data.

## **Who We Obtain Information From**

As part of the Application process, we will seek additional information about your health, support needs and suitability for group living from those named on the form. (e.g. your Community Nurse, Social Worker, Key Worker, GP or Consultant Psychiatrist). This includes asking for a copy of relevant documents, for example your Care Plan, Risk Assessment, Social Care Assessment or Support Plan. We ask that you sign the Application Form to show you have understood this.

We do not share your information with anyone, unless you specifically request us to.

## **Your Rights**

To make a request for your personal information, if you believe any of the data we hold about you is inaccurate, or you wish to have it erased, please contact the Senior Administrator on [info@nortonhousingandsupport.org.uk](mailto:info@nortonhousingandsupport.org.uk) or 0116 2538541.

## **Complaints**

If you have a concern about the way we are collecting or using your personal data, please let us know and we will be happy to address your concerns, please contact the Senior Administrator on [info@nortonhousingandsupport.org.uk](mailto:info@nortonhousingandsupport.org.uk) or 0116 2538541.

You may also utilise our Comments, Suggestions and Complaints Process. If you are unhappy with the way we handle a complaint about how we process, store or share your data, you may contact the Information Commissioner's Office – find out more at <https://ico.org.uk/concerns/>

## **Data Breaches**

The law requires to report any data breach to the relevant authority within 72 hours.

## **Review**

This Privacy Notice will be reviewed at least annually. This version - April 2018