

Prospective tenants

This section will detail what personal information we collect about you and use if you are a prospective tenant.

What personal data will we collect?

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

"Identity Data" includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth, nationality and gender.

"Contact Data" includes correspondence address, email address and telephone numbers, and previous address data.

'Next of kin details' includes contact details for next of kin.

"Language Data" includes information about your language needs.

"Financial Data" includes bank account and payment card details.

"Eviction Data" details around any previous eviction.

"Reference Data" details received from a referee provided.

"Relationship Data" details of relationship with other tenant.

"Armed Services Data" details around any service in the armed forces.

"Benefits and Pensions Data" details of any benefit and pension received.

"User Data" Customer self-service log in and account details.

What special categories of personal data will we collect?

Sometimes we will ask for or obtain special categories of information (information relating to your health, genetic or biometric data, criminal convictions, sexual orientation, racial or ethnic origin, religious or philosophical beliefs) because it is relevant to the housing services we provide to you or information regarding criminal convictions for the purposes of preventing, detecting and investigating fraud. The types of special categories of personal data or information regarding criminal convictions that we may collect include;

- Health data, for example, medical conditions and whether any member of the household is pregnant.
- Details of any disability or vulnerability.
- Details of any previous harassment.
- Details of criminal convictions and/or anti-social behaviour.
- Details of ethnicity and immigration status.

What will we use your personal data for?

We will use the categories of personal data and sensitive personal data in order to add you to the Housing Waiting List Database and, if your application is successful, in order to register you as a new tenant.

We have set out below, in a table format, a description of the ways we plan to use your personal data, and which of the legal bases we rely upon to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending upon the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground we are relying upon to process your personal data where more than one ground has been set out in the table below.

| Purpose/Activity | Type of data | Lawful basis for processing including basis of legitimate interest |
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| In order to register you as a new tenant | <p>Personal Data</p> <ul style="list-style-type: none"> (a) Identity data (b) Contact data (c) Language data (d) Eviction data (e) Reference data (f) Financial data (g) Relationship data (h) Armed services data | <p>Some personal data must be processed in order for us to take steps at the request of you prior to entering into a contract and then when we have entered into a contract with you (i.e. a tenancy agreement)</p> <p>In other circumstances it is necessary for the legitimate interests of us in order to assess the suitability of the accommodation, to provide you with appropriate accommodation and access and provide appropriate support.</p> <p>In certain circumstances we will process the personal data in order to comply with our legal and regulatory obligations (such as in relation to fraud and universal credit), and acting in the public interest</p> |

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| | <p>Special Categories of Personal Data</p> <ul style="list-style-type: none"> (i) Health data (j) Immigration status (k) Harassment data (l) Eviction data (m) Criminal data (n) Disability and vulnerability data (o) Anti-social behaviour data (p) Details of ethnicity | <p>We minimise our holding and use of sensitive categories of personal information but, given the services we provide, there are times when we use it to ensure that we understand your needs (for example when providing accommodation for disabled persons, or persons with risks relating to medical conditions, harassment or criminal activity) and in order to help you access care services.</p> <p>We will usually be processing this information to allow us to comply with our legal obligations, to act in the substantial public interest in relation to the services we provide, to provide you with social care, or to deal with any legal action. There may be times where we need to ask you for your consent to use this type of personal information, in which case we will always notify you and make this clear.</p> |
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