

Privacy Matters at Clarion

Clarion Housing Group needs to process personal data in order to deliver our services to you:

- To provide, manage and develop affordable housing
- To provide property management & property maintenance services
- In the provision and management of support services
- Helping customers to develop futures and maximise opportunities through the work of 'Clarion Futures'.

We are committed to treating your information securely, with respect and in line with data protection law. You can access our full privacy notice on our website (www.myclarionhousing.com), or ask us to send you a copy.



CLARION
HOUSING GROUP

Recording personal information about you

Most information we hold will be collected from you but we may also obtain this from third parties such as the local authority, your doctor (or other health professional), previous landlords, property agents or other relevant community partner. We will always tell you why we need your information and how we'll use it. We will only ask you for information that is relevant and necessary to the delivery of our services. Information we hold about you will vary dependant on the services we provide to you. For example if we're supporting you to find work or training, it's helpful that we know about your education and previous employment history. If you need adaptations in your home or need a housing transfer, we may need to know about associated health conditions.

We may apply markers to your information (for example, in relation to access arrangements or vulnerability) to enable us to tailor and deliver services to you.

We may also create new data through profiling and automated decision making e.g. where we use systems to check if you are eligible for a service. You can object to this if you wish, further detail is available on our website.

Information sharing

Sometimes we need to share your information with other organisations that we work with or who provide services on our behalf. We will only share relevant details and we will ensure your information remains secure.

We may need to share information in order to provide services under contract (e.g. sharing your contact details with our maintenance contractors), or where it is in our 'legitimate business interests' (e.g. telling utility companies that you've moved in and have responsibility for the bills). In these circumstances, we don't need to ask for your consent. You have the right to object to processing based on 'legitimate interests'.

We will also share information:

- To meet our legal obligations
- In connection with legal proceedings (or where we are instructed to do so by Court order)
- To protect the vital interests of an individual (in a life or death situation)

When the information we need to share is defined as 'special category' (e.g. information about health matters, ethnicity, religion, sexual orientation), we will ask you for consent before we share unless we are required or permitted to share this by law. (e.g. for health and safety reasons or ensuring we are meeting our obligations around diversity and inclusion or social protection.

Turn over for more examples of where we may need to share your information. Full details are available in our website privacy notice, including how we contribute to the work of the National Fraud Initiative (NFI).

Verification of Identity

We might need to ask you for proof of identity where this is necessary for the delivery of our services. For example to ensure eligibility for some of our services; as part of the housing allocation and tenancy sign up process; if you ask us to change or update our records (e.g. if you get married and want to change your name) or if you make a Subject Access Request. We will also carry out appropriate security checks to verify your identity when we communicate with you or your representatives on the telephone.

Accurate and Up to Date

Please tell us if your information changes so we can keep it up to date. For example if you change your contact details (mobile number and email address), or if your household circumstances change (e.g. a change in household members). We won't keep your information longer than we need to. Our Data Retention Schedule outlines how long information is kept – you can see more about this on our website.

Consent & Promotion of our Services

We will use your contact details to send you information and communicate with you about all matters associated with your tenancy, lease or other primary relationship with Clarion. We will not send you unrelated electronic 'direct marketing' (informing you about the broader range of services available at Clarion) unless you have agreed to this. We will never sell your details to 3rd parties for their marketing purposes. You have the right to object to direct marketing at any time, and our promotional communications will always include clear instructions on how to 'unsubscribe'.

Your Rights

You can ask for a copy of the personal information we hold about you. This is known as a Subject Access Request (SAR). You can also request information to be corrected, erased or transferred to another organisation. The best way to request this is to put your request in writing and include a copy of proof of address and valid ID. Further details outlining all of your rights in relation to your personal data are available on our website.

Examples of where we may need to share your information

Statutory Bodies such as Legal and Government organisations	<ul style="list-style-type: none">• Local Authorities e.g. Social Services, Environmental Health Council Tax• Health Authorities• DWP and Housing Benefit agencies• Our regulators including Regulator of Social Housing, Charity Commission, Financial Conduct Authority, Homes England, Greater London Authority, Charity Commission
The Police and others within the criminal justice system	<ul style="list-style-type: none">• Probation• HM Prison Service• Youth Offending Teams.
Non-legal organisations	<ul style="list-style-type: none">• Other Housing Associations and landlords• Insurers• Banks• Utility companies, e.g. gas and electricity providers• Credit reference agencies & debt collection agencies.
Your representatives	<ul style="list-style-type: none">• A nominated friend, family member or solicitor• Local Councillor or MP• Medical Professionals or legally appointed representatives.
Persons or organisations associated with Clarion Housing Group	<ul style="list-style-type: none">• Maintenance contractors• Other companies within the Clarion Housing Group• Other companies acting as an agent for Clarion Housing Group and/or its operating companies e.g. companies employed by us to carry out resident satisfaction surveys.

Contact us:

dataprotection@clarionhg.com

The Data Protection Team
Clarion Housing Group
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SE1 2DA

www.myclarionhousing.com

Clarion Housing Group includes a number of subsidiary organisations such as Clarion Housing and Clarion Futures. For a full list of these, please see our full Privacy Statement.

Further information

The Information Commissioner (ICO) is also a source of further information about your data protection rights. The ICO is an independent official body. Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF, 0303 123 1113, www.ico.org.uk