



Privacy Notice – Tenants

How we use your information

Introduction

This document explains how we use and share data about you as a tenant or licensee in a Dimensions house or flat. There is also an easy read version.

We, Dimensions are the ‘controllers’ of the information which we collect about you (‘personal data’). In this Privacy Notice we will use the word ‘process’ which covers most things that can be done with personal data, including collection, storage and destruction of that data. Being controllers of your personal data, we are responsible for it, and this notice explains why and how we process it.

Dimensions (UK) Limited is a Charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014, registered with the Financial Conduct Authority (Reg. No. 31192R). It is also a Registered Provider of social housing with the Regulator of Social Housing (Reg. No. 4648) and a not for profit organisation with exempt charitable status.

Our contact details are:

Address: 2nd Floor, Building 1430, Arlington Business Park, Theale, RG7 4SA

Email: Housingservices@dimensions-uk.org

Telephone number: 0300 303 9001

Our Data Protection Officer (DPO) can be contacted at dpo@dimensions-uk.org if you have any queries about this notice or anything related to data protection.

Your personal data

‘Personal data’ is any information that relates to a living, identifiable person. This data can include your name, contact details, and other information we collect as part of our housing support for you.

It can also include ‘special categories’ of data, which is information about a person’s race or ethnic origin, religious, political or other beliefs, physical or mental health and sexual orientation. The collection and use of these types of data is subject to strict controls. Similarly, information about criminal convictions and offences is also limited in the way it can be processed.

We are committed to protecting your personal data, whether it is ‘special categories’ or not, and we only process data if we need to for a specific purpose, as explained below.

We collect your personal data mostly through our contact with you, and the data is usually provided by you, but in some instances we may receive data about you from other people or organisations. We will explain when this might happen in this Notice.

How and why we process your data

In general terms, we process your data in order to provide good housing support suitable for you. The table below lists more specific purposes for processing your data, and the legal basis for each type of processing.

- Personal information such as your name and contact details so we can ask you about your housing or rent payments and send you rent statements.
- Details of your housing need when you apply for housing so we know who needs housing most urgently.
- Information about your capacity to sign your tenancy and deal with your finances.
- Name and contact details for any appointees to help with benefit applications or rent payments.
- Bank details if you pay your rent by Direct Debit.
- National Insurance number if we help you to claim benefits.
- Information about your age, ethnic origin, religion, disability and sexuality to check that we are housing everyone fairly.
- Information about your health and disabilities if it relates to us providing the best housing support, for example if you need wheelchair access or adaptations to your housing.

Why we collect and use this information

We use the information:

- To check that you are happy with us and your Housing.
- To provide the best possible support to help you pay your rent and manage your tenancy.
- To make sure you are housed in the most suitable place.

We collect and use information as it is necessary for the purposes of legitimate interests pursued by Dimensions or a third party, except where such interests are overridden by your interests, rights or freedoms.

And also, with the explicit consent of the data subject, unless reliance on consent is prohibited by EU or Member State law.

Collecting information

The information you provide to us is on a voluntary basis.

Storing information

We hold the data you provide to us for the time you live in our housing, after which point the data is archived for a specific period of time and it will be stored securely with a defined destruction date.

Who we share the information with

We share the information with:

- Our internal quality team so they can review and report on the quality and compliance of your housing.
- Our internal health and safety team so they can review or investigate any health and safety related incident or issue.
- An internal investigating officer if there is need to investigate an issue relating to your housing support.
- Externally, our local authority for contractual purposes.
- Externally, our regulators for compliance purposes.

Why we share the information

We share the information you provide for the purpose of providing the best housing and housing related support and to investigate if there are any complaints.

We will not share the information you provide with anyone apart from those listed above without consent, unless the law and our policies allow us to do so.

Requesting access to your personal data

Under data protection legislation you have the right to request access to information about you that we hold. To make a request for your personal information contact, in the first instance, the Regional Housing Advisor.

You also have the right to:

- Object to processing of personal information that is likely to cause, or is causing, damage or distress.
- Prevent processing for the purpose of direct marketing.
- Object to decisions being taken by automated means.
- In certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed.

and;

- Claim compensation for damages caused by a breach of the Data Protection regulations.

If you have a concern about the way we are collecting or using your personal information, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

How we store your data

Your personal data is held in both hard copy and electronic formats. Electronic data, including emails, is stored on our servers, which are located in the UK.

Withdrawing consent

If we are relying on your consent to process your data, you may withdraw your consent at any time.

Complaints to the Information Commissioner

You have a right to complain to the Information Commissioner's Office (ICO) about the way in which we process your personal data. You can make a complaint on the ICO's website <https://ico.org.uk/>.

Exercising your rights, queries and complaints

For more information on your rights, if you wish to exercise any right or for any queries you may have or if you wish to make a complaint, please contact our Data Protection Officer: dpo@dimensions-uk.org

Proving life can get better

Dimensions (UK) Ltd. is a charitable registered society number 31192R. Building 1430, Arlington Business Park, Theale, Reading RG7 4SA November 2018