

Harborne Parish Lands Charity Privacy Statement

This Privacy Notice applies to customers / residents of Harborne Parish Lands Charity (HPLC) and explains how the organisation collects and processes personal information in order to conduct normal business activities as a UK charitable housing association.

1. Who we are

Harborne Parish Lands Charity (HPLC) is the Data Controller whose head office is located at 109 Court Oak Road, Harborne, Birmingham, B17 9AA, Tel: 0121 426 1600. We own five almshouses with a total of 99 properties in Harborne and Smethwick and we employ 12 members of staff. We have an approved list of contractors who carry out the repairs and maintenance of our Almshouses, and an approved list of suppliers providing items for recipients of HPLC's grant support.

2. Why we need to collect your personal information

Without collecting personal information we would be unable to fulfil our Mission which is to "Provide relief to those in need in the ancient parish of Harborne". We achieve this through the provision of almshouses for people aged 60 or over and the operation of a grants programme targeting people in need. Activities we carry out in this regard include:

a) Almshouse Management

- Assessing the needs of prospective applicants for our Almshouses
- Managing housing, licences of occupation and accounts
- Providing low level housing support
- Providing property and grounds maintenance
- Organise events and activities
- Organising and assisting community events
- Offering opportunities to be involved
- Making adaptations to our properties when necessary

b) Grant Making

- Assessing the 'crisis' needs of prospective grant recipients, who are resident in the area bound by the ancient parish of Harborne
- Providing goods and services to those in need
- Supporting organisations that assist people in need, who are resident in the area bound by the ancient parish of Harborne

We are committed to treating your information securely, with respect and in line with the Data Protection Act 1998 and the General Data Protection Regulation (GDPR) 2016.

3. Information we may hold about you and how we use it

We only ask for personal information that is appropriate to enable us to deliver our services. In some cases you can refuse to provide your details if you deem a request to be inappropriate. However, you should note that this may impact our ability to provide some services to you if you refuse to provide information that stops us from doing so.

The data we may hold includes:

- Your name, address & date of birth
- Photographic ID and information about your previous housing circumstances to assess housing applications and help prevent fraud.
- Your contact details so we can communicate with you by your preferred means.
- Information about your needs (for example if you have a carer or social worker; if you need adaptations in your home; if you need large print or translated text) to ensure that we take account of any support needs in our dealings with you, and to improve our communications with you.
- We record information to enable us to provide our services, e.g. reports of anti-social behaviour; complaints; changes in circumstances.
- We keep financial records about the amount of money you have paid us; any amount(s) outstanding and action taken to recover money you owe.
- We operate CCTV systems at all of our almshouses to enhance the safety of our residents and staff and for the detection and prevention of crime. From time to time we may operate CCTV / sound recording and / or use photography to capture evidence of a breach of licence, alleged anti-social behaviour or crime.
- Photographs taken at our events, at our properties and in our communities to use for general marketing and publicity. However, photographs of you will only be used for those purposes with your consent.
- We record the findings of surveys and other research to help us improve our service to customers / residents. The information you provide will be anonymous unless you agree that we can use your details.

We may receive information from third parties including:

- The council or benefits office relating to housing (for Almshouse applicants).
- Prior landlords and credit agencies (for Almshouse applicants).
- The referral agencies who have referred your case to us (for Grant applicants).
- Third-party support organisations, who may be able to also help address your needs.
- Police, welfare or support organisations.
- Councillors, MPs or other representatives.

4. How we store your data

We treat your personal information fairly and lawfully and we ensure that information is:

- Processed for limited purposes
- Kept up-to-date, accurate, relevant and not excessive
- Not kept longer than is necessary

- Kept secure. We will not discuss your personal information with anyone other than you, unless you have given us prior written authorisation to do so.
- We will only hold your records during the period of our relationship with you and for a set period afterwards to allow us to meet our legal obligations including resolving any follow up issues between us (for example: if you live in one of our properties we will hold information about you for the duration of your tenancy):
 - a) If you are an Almshouse resident and move, and thus are no longer a resident we will usually keep records about you for up to 7 years.
 - b) Should you receive grant support from us, we will usually keep records about you for up to 7 years.

5. Sharing your personal information

Normally, only HPLC staff are able to see and process your personal information. However, there may be times when we are required to share relevant information with third parties for the purpose of safeguarding or for legal purposes. When sharing personal information, we comply with all aspects of the GDPR. Sensitive information about health, sexual life, race, religion and criminal activity for example is subject to particularly stringent security and confidentiality measures. Where necessary or required, we may share information as follows:

- For Almshouse residents: with our contractors, in order to undertake repairs, maintenance or improvement works.
- For Grant recipients: with our suppliers, in order to deliver goods and/or provide services in line with your grant allocation.
- With third party service providers, in connection with services performed on our behalf. Our relationships with such providers are governed by our contracts with them which include strict data sharing and confidentiality protocols.
- For Almshouse residents: with other housing associations, trusts and landlords, in connection with tenancy references and associated enquiries.
- With police and other relevant authorities (e.g. Probation Service, Department of Work & Pensions, HM Revenues & Customs) in relation to the prevention or detection of crime and fraud; the apprehension or prosecution of offenders and the assessment or collection of tax or duty.
- With our regulatory bodies, the Social Housing Regulator (SHR) and the Charity Commission, to comply with our regulatory obligations.

6. Access to personal information Under GDPR

You have a right to ask us what personal information we hold about you, and to request a copy of your information, free of charge (there may be a small fee for photocopying). This is known as a 'subject access request' (SAR). SARs need to be made in writing and upon receipt of this we have one month to provide you with your information. The SAR can be made electronically, in which case the information requested will be provided in an electronic format.

If you have any queries about this statement please contact us:

Post: 109 Court Oak Road, Harborne, Birmingham, B17 9AA
 Email: info@hplc.org.uk Phone: 0121 426 1600