



Goodwin Housing Privacy Statement

D002

This document

You have shared with us your personal information, this document contains information regarding how our organisation collects and processes the information you have provided for us to conduct normal business processes as a Social Housing provider and landlord.

Our business processes include:

1. Providing housing both social and other
2. Property maintenance and repair
3. General property inspections
4. Managing your tenancy Inc. Your lease

We may also provide the following services/information to you during your tenancy:

1. Community activities
2. Further opportunities such as volunteering or employment
3. Provide welfare, benefits and debt advice (WBDA)
4. Improvements or adaptations to the properties we manage/own
5. The sale of properties

Goodwin Housing collect and process your information based on the following lawful principles stated within the UK General Data Protection Regulation (UK GDPR):

1. Consent: the individual has given clear consent for you to process their personal data for a specific purpose.
2. Contract: the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.
3. Legal obligation: the processing is necessary for you to comply with the law (not including contractual obligations).
4. Vital interests: the processing is necessary to protect someone's life.
5. Public task: the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.
6. Legitimate interests: the processing is necessary for your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests. (This cannot apply if we are a public authority processing data to perform your official tasks.)

Approval by:

Circulated: Jan 2022

Reviewed: Annually



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Who we are

Goodwin Development Trust are the data controller for Goodwin Housing whose head office is located at The Octagon, Walker Street, Hull, HU3 2RA, Telephone: 01482 587550, <http://goodwintrust.org>.

The company's data protection officer can be contacted at DPO@goodwintrust.org

Goodwin is a community-based development trust as well as a registered charity, our registered charity number is: 1098520 and the Company number: 4454814. Goodwin Housing's ICO registration number is: Z6710254

We have 2 wholly owned subsidiary companies who also work for the Trust these are, Goodwin Community Housing and Goodwin Community Trading.

How we collect information

Goodwin Housing collects personal and/or sensitive information from you in a variety of ways, this could be when you:

- Request an application form to be sent to you via email or post
- Apply for a Goodwin tenancy
- You phone, email or write to us for any housing related reason
- You contact us through social media or our website

We have CCTV operating in some of our properties communal areas and external grounds for the detection and prevention of crime. It operates continually and is held for a maximum of 90 days.

Rarely we may refer to CCTV or operate sound recordings and or the use of photography to provide evidence of a breach of tenancy, alleged anti-social behaviour or crime.

We may also take photographs at our events, our properties, or the communities we work with, this is to produce marketing materials or for publicity. Photographs of individuals will not be published without their consent.

Photographs may be taken of the internal or external environment of the property you rent for the purpose of repairs.

It is likely that we will receive information about you from a third-party company such as:

- Your local council including your benefits office, relating only to housing
- Any police, welfare or other support organisations involved with you
- Councillors, MPS or other representatives acting on your behalf or instruction
- Any professional references you provide during the application process including your previous landlord

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What information we collect about you

Information we collect from you as an applicant, tenant or leaseholder include:

- Full Name (including any previous names and proof of identity/photo ID)
- Date of Birth
- National insurance number
- Contact details (including email, phone and address)
- Details of all household residents (basic details including name and DOB with proof of identity)
- Banking details for payment of rent
- Proof of right to rent
- Proof of housing eligibility
- We may require other information dependant on your circumstances
- Medical information (including details of additional needs if applicable) this is so that we can provide you with the best possible support as an organisation.
- Proofs, including Photo ID, Bank Statements, payslips, right to rent applicable to your application for us to process your application fully.

If you cannot provide the information we require we may not be able to offer you a tenancy, however we appreciate that everyone's circumstances differ so please contact us if you are having any difficulty.

How we process your information

The information we collect from you is used by us to manage your agreement or contact with Goodwin Housing. We may use the information you have provided to complete the following:

- Manage you rent account including payments and arrears
- Manage the property in terms of planned maintenance and reactive maintenance
- Site visits for any property related issues including property inspections, welfare visits or other
- Compliance of clauses detailed in your tenancy agreement
- Compliance with relevant legislation and regulation
- Contacting you in regard to your application form

Goodwin Housing's board of trustees ask to see statistical performance data at Goodwin Housing's board meeting, all data presented at this meeting is anonymised.

Goodwin Housing may send you a survey periodically to gauge feedback on our performance. From your feedback we can then aim to improve our service further.

Goodwin Housing uses a centralised IT system to store information, this system is constantly monitored and maintained to ensure the highest level of security, integrity and availability possible as an organisation. Our IT processes and systems are complaint with UK GDPR standards, please visit the ICO website for more information.

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We may process your information without your consent if you have entered into a contract with us, however this will only be in line with the terms of your contract with us, we will not process your information for other purposes without your explicit consent.

All information you provide to us and all information in relation to your tenancy are securely stored on Goodwin premise and electronically.

For more information please visit: <https://ico.org.uk/>

Children's information

During the application process, where applicable, Goodwin Housing will ask you to provide details and proof of children living with you, both on a permanent or temporary basis including their name and date of birth. Whilst we do not record them as a named tenant, we need to know this information for contractual/legal purposes and so that Goodwin Housing can ensure the property you are allocated is fit for purpose.

Goodwin Housing may receive details regarding children living at a property if we are involved in a welfare/safeguarding case involving multi-agency working solutions for legal purposes.

Property information

Goodwin Housing do not consider property information to be your personal information, unless this relates to a repair at the property reported by you, in which case this is treated as personal information and is processed as such.

Goodwin Housing are able and are happy to provide you with any information you require regarding the property you rent, such as age of the property etc.

When you become a tenant of a Goodwin Housing property you are provided with a copy of the properties EPC, gas safety certificate and electrical safety certificate, along with a how to rent booklet. You will also be given a renewed copy of these documents, where applicable, upon annual inspection. Goodwin Housing are required by law to provide you with this information.

How we will communicate with you

Goodwin Housing need to be able to contact our tenants for various reasons, this will usually be via phone call or in writing via post or email, which ever method is the most convenient for the tenants needs. Necessary steps are taken to ensure that all personal information is protected during this time such as:

- Hand delivered letters by a member of Goodwin Housing Staff
- Inviting tenants to a meeting to discuss issues face to face in a private environment either at the property or at Goodwin offices, whichever is more convenient.
- Phone calls held in a private environment to ensure discussions are not overheard

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Goodwin Housing are required by our regulator to provide tenants with a newsletter, providing information about the organisations plans and activities as well as opportunities that arise such as job adverts etc.

You can opt in or out to receiving this information by emailing: DPO@Goodwintrust.org

Goodwin Housing may also wish to send you marketing material for the organisation, You can opt in or out to receive this information by emailing: DPO@Goodwintrust.org

If at any point you wish to withdraw your consent you have the right to do so by emailing DPO@Goodwintrust.org

Goodwin Housing will only discuss a tenancy or lease with those detailed on the lease agreement. You may wish to have someone named that can speak to us regarding your tenancy or lease, if you wish to do so permanently please inform us in writing by emailing DPO@Goodwintrust.org, again, you have the right to withdraw this consent should you wish to do so. This will then be filed securely with your tenancy documents.

Or, you may choose to authorise someone temporarily, you can do this in person or over the phone, please note that this does not mean that we will speak to them regarding any future housing queries or issues.

Who we share your data with and how long do we keep your information

- Goodwin Housing employs internal maintenance staff to complete basic repair works to our properties however where necessary we will employ contractor services from external sources. Where this occurs, extremely limited details are given to the contractor. Our contractors are also required to comply with the law regarding UK GDPR and are audited by us to confirm their compliance.
- Goodwin Housing may need to share your personal information with government departments or agencies, with our regulator and auditors, the local authority, utility companies or with other organisations and agencies where we are legally allowed to do so.
- Information relating to a tenancy or lease will be kept for as long as the agreement is in place or where there are arrears, and for a period not exceeding three years afterwards.
- Basic details of who held a tenancy at which property and when, will be held forever.
- We may need to share information with solicitors, agents, financial advisors, court agents, or property surveyors, however this will only be for housing related terms detailed in your contract with Goodwin Housing.

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What we will NOT do

- We will not send you unsolicited marketing material.
- We will not sell your personal data on to third parties.
- We will not pass on your personal data to unrelated third parties unless we are allowed or required to do so by law or we have your explicit permission to do so.
- We will not transfer or store your personal data outside of Europe (the European Economic Area) outside of the control of the UK / European regulations.

Your rights and how to complain to the ICO

You have the right to request a copy of the data we hold about you. Please contact DPO@goodwintrust.org if you wish to request access to any of your personal data and we will always endeavour to answer your questions as part of our friendly, helpful service. We will respond within 1 month of your request.

It will always help if you can be as specific about what personal data you want to see, what it relates to and within what timeframe, as that will assist our search.

You have the right to correct information that we hold. Please advise us of any changes or corrections by contacting our team on 01482 587550 or via email to DPO@Goodwintrust.org

Where you have previously provided consent for us to send you marketing materials or our newsletter, you have the right to withdraw this consent at any time by emailing us via DPO@Goodwintrust.org

You also have other rights which can be seen by visiting the Information Commissioner's Office (ICO) website and reading about Data Protection law at <https://ico.org.uk>.

You have the right to complain about any matter relating to our service, including how we use your personal data:

- In the first instance please contact our team on 01482 587550 or via email DPO@Goodwintrust.org and we will endeavour to resolve any issue for you quickly and with the highest level of customer satisfaction
- If you are still unhappy and wish to complain about our use of your personal data you may complain to the UK Information Commissioner's Office (ICO) at <https://ico.org.uk/>

If you have any questions or wish to speak to us regarding anything within this document, please contact us, we are very happy to help anyway we can.

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