



Data Protection - Frequently Asked Questions

1. What is personal data?

Any information held by the Association that can be used either by itself or along with other information to identify a living person.

2. Don't you need my consent to use my personal information?

Not always, we have a legal reason to use the personal data you provide to us, and we do not need consent from you to process your data for a legitimate purpose as a landlord. However, we do need your consent to process certain types of special category information.

3. What is special category data?

This is any personal data that can be used to identify an individual's medical, genetic or biometric details, racial or ethnic origin, religious, philosophical or political beliefs, gender or sexual life.

4. How long do you hold my personal data for?

By law we are only allowed to hold data for a "reasonable" time in line with the reason why we collected the data. Each department has a schedule that describes how long it will hold onto data for before disposing of it.

5. What counts as personal data?

Any information about a living person that we hold in electronic or paper filing systems. This is including photographs, audio recordings, and CCTV images.

6. What is a Subject Access Request?

This is when someone requests their personal information held by the Association. This can be done by asking for the information you want in writing. You can email this letter to the Support Services team at supportservices@langstane-ha.co.uk. The team will help you with your enquiry.

7. Who is responsible for Data Protection?

All of our staff are trained to handle personal data correctly, and we have a framework of processes in place to look after personal data. The registered Data Controller for the Association is the Chief Executive, who has responsibility for ensuring that the law is not broken. In addition, we have a central point of contact for data protection – this is the Support Services Manager.

8. What happens if the Association fails to protect data?

If, as a result of a failure of processes by the Association, an individual or individuals' data is lost, altered, deleted in error, or is passed onto an unauthorised third party then this is what is known as a "breach". We have a process in place for staff, detailing what steps to take in the event of a breach of data protection. In all cases we will tell all people affected if there has been a breach involving personal data.

9. What is the Right to be Forgotten?

This allows you to request the Association removes personal data about you from its systems ahead of the pre arranged schedule. For further details on this please contact us, asking for the Support Services team. We assess each request on an individual basis.

10. Can Langstane share information about me without my permission?

Yes. Langstane is obliged to share information with some organisations such as the Police, and the Department of Work and Pensions. There are rules and protocols in place. For full details about who we share information with, please see our Fair Processing Notice.

11. How can I give my permission to Langstane to share my information to someone else?

If you have someone that supports you such as a partner, family member, or support worker you can grant them "authority to act". Once we have this permission in place from you, we will be allowed to discuss your details with them. You can download a form [here](#) if you want to give us permission to speak to someone about your tenancy or housing application.

12. What is a Fair Processing Notice?

This sets out what information the Association holds about people, the legal basis for processing personal data, who we share information with, and how long we keep personal data. It also informs people of their rights and how to make a complaint about personal data handling. You can view our Fair Processing notice [here](#).

For further information regarding Data Protection law and your rights please visit the website of the Information Commissioners Office – <https://ico.org.uk/>