



Protecting your Privacy

This document provides you with information on data protection and how we share your personal details with others

Data Protection - it's all about you!

From housing application forms to satisfaction surveys, we collect a lot of information about tenants and the way that they use our services. Much of this information is what is known as personal data. Simply put, this is any information that can be used to identify a living person.

The law protects the way we use your personal data. This law is called the UK General Data Protection Regulation (UK GDPR). It aims to make sure your personal information is protected and used as you would expect. For example, we must ensure that access to your details is limited to those people who need to use it, so you can have the services you need. We also have to make sure we use your data in a way that reflects the reason we have it – to provide, to report on, and to improve our services as a landlord.

Holding & updating your information

All the data we hold about you should be accurate. This is one of the reasons we ask you for regular updates! We also have to make sure we don't keep your information for too long.

The law also gives you the right to request a copy of the information we hold about you. This is called a subject access request. You can also request that we delete information we hold about you sooner than we would normally do this. For full information about how we handle data, and what your rights are, please see our [Fair Processing Notice](#).

Protecting your personal data is very important to the Association. It is also important you know your rights and our obligations. These apply to any company or organisation holding your records in the U.K. and Europe.

How we use your personal information

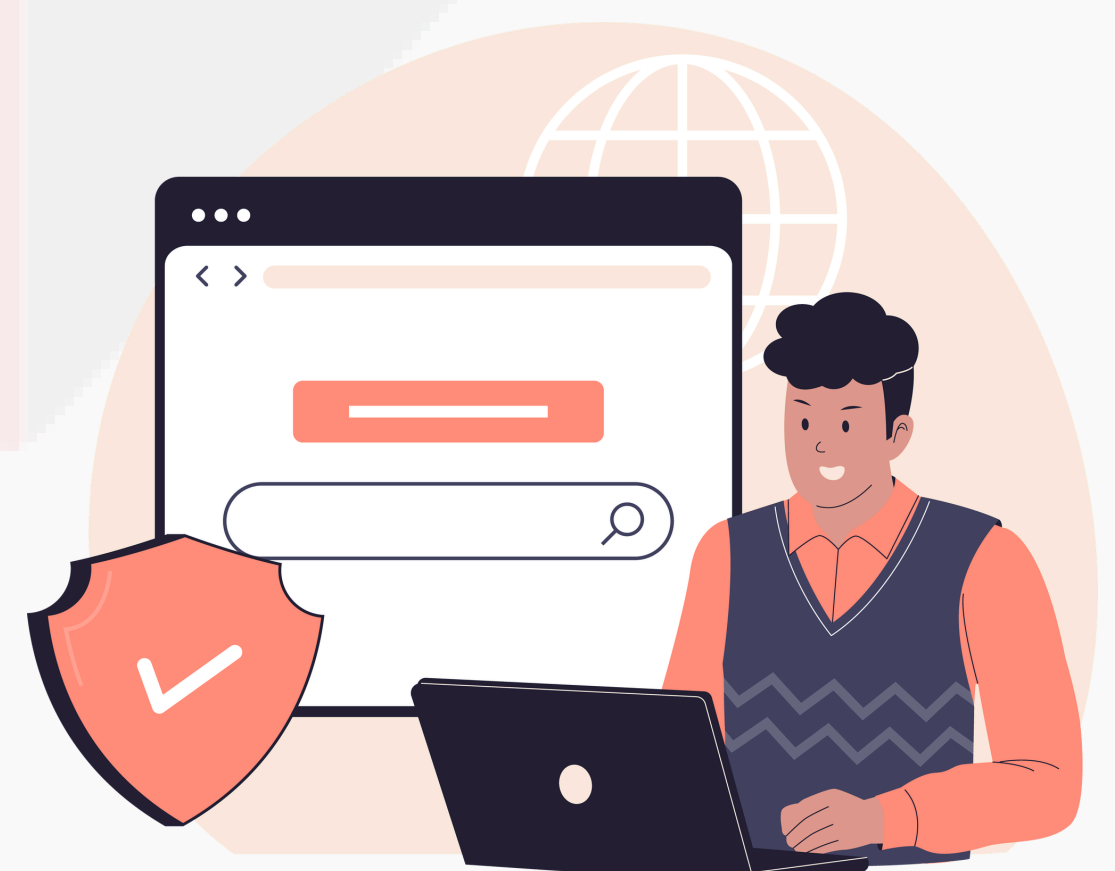
We use the information we collect so that we can deliver our services to you. We use your information to:

- Manage housing allocations – this is the process of letting our houses
- Manage tenancies and neighbourhoods
- Process rent and service payments
- Provide a repairs and maintenance service
- Resolve neighbourhood disputes and anti social behaviour complaints
- Investigate service complaints
- Engage with customers about our services and decisions
- Contact you for feedback on our service

Personal information we collect

We only collect information that we need in order to meet our duties and obligations as a landlord. Where we do collect information we only ever use it for the purpose for which we collected it in the first place. Information that we collect includes:

- Name
- Address
- Email
- Phone numbers
- Employment details
- Next of Kin details
- Date of birth
- Contact preferences
- Equalities monitoring information
- National Insurance number
- Bank account details
- Criminal convictions / offences





Sharing your information

Sometimes we will share your information with third parties. We will only disclose relevant information to the third parties set out in our Fair Processing Notice, or where we have an information sharing agreement in place.

[Click here](#) to find the list of third parties.

Should any other third parties not detailed in our Fair Processing Note request information about you, we will only share that information if you have provided your permission. We will not otherwise share, sell or distribute your information without your consent.

How secure is your information?

Keeping your personal details secure and private is very important to us. We have security measures in place to protect against the loss, misuse, and alteration of personal data under our control.

Only authorised personnel have access to personal information. The organisational and technical security measures we have in place to safeguard your personal information comply with the UK General Data Protection Regulation. For further information please see our Privacy Policy and our I.T. Security Policy in our [policy documents section of our website](#).

Our front-line security procedures mean that when you contact us, we will request proof of your identity before we are able to disclose any personal information to you. The Association does not transfer or store your personal data outside of the UK and European Economic Area unless there is an adequacy decision (a formal decision made which recognises that another country, territory, sector or international organisation provides an equivalent level of protection for personal data as the EU does) in place for that country.



Your rights

Access to your personal information

You can ask for a copy of the information that we hold about you by making a 'subject access request' under the UK General Data Protection Regulation. If we do hold information about you we will:

- provide you with a description of it;
- let you have a copy of the information in an intelligible form.

Any of our staff can provide you with advice about your right to access your personal data. If you seek a specific small piece of information, we will deal with your request informally if you agree to this, for example by providing you with the specific information you need over the telephone.

To make a request to Langstane for a copy of your personal information that we hold, please put the request in writing, or contact our team to discuss your information request.

Contact us

Langstane's current (May 2025) arrangements are as follows. The Data Controller is the Chief Executive and the Data Protection Officer is the Team Leader - Executive Office and Communications.

The DPO is responsible for:

- monitoring the Association's compliance with Data Protection laws and this policy;
- co-operating with, and serving as, the Association's contact for discussions with the Information Commissioner's Office;
- reporting breaches or suspected breaches to the ICO and Data Subjects

Our Data Protection Officer is Hayleigh Lawson. You can contact Hayleigh Lawson by email at governance@langstane-ha.co.uk or by telephone on 01224 423000.