

Langstane Housing Association – Retention Schedule

Process Overview	Type of data processed	Description of processing	Where is the data from?	Does it leave our organisation ?	Does it leave UK / EEA / EFTA?	Retention period
Applications for housing with the Association	Household and personal data provided for the application. Supplementary information - medical form, background reports, profile form, tenancy checks is possibly provided.	Information used to calculate housing need and allocate properties	Data subject	No	No	Applications remain on the housing system indefinitely. QL Housing System records are retained for as long as the system is in use. Retention period at system change will be agreed to suit business requirements. Application paperwork stored in the electronic filing system (INVU) are deleted one year after end of tenancy.

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Management of existing tenants	Electronic data required for delivery of core housing and property services. Hard copy information - tenancy agreements, legal paperwork, forms and letters	Information used by staff to deliver the daily housing and property management service	Data subject	Yes, see Fair Processing Notice	No	<p>Application paperwork is disposed of one year after tenancy end date. Tenancy Agreement disposed of three years after tenancy end date (conditions apply).</p> <p>Termination form disposed of three years after tenancy end date. Court Decrees are disposed of twenty years after they were granted by the Court. All other documents in the electronic filing system are disposed of following the end of tenancy. Housing system records are retained for as long as the system is in use. Retention period at system change will be agreed to suit business requirements.</p>

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	Sensitive personal information provided by Local Authority SOLO and MAPPA teams	Used for allocation and management of individuals assessed as a potential risk to themselves or others	Provided via Information Sharing Protocol with the Local Authority	Yes, via a Multi-Agency Information Sharing Protocol	No	This information is reviewed and updated regularly and at least annually. No information is retained after end of tenancy.
	Welfare benefit applications data, medical information, financial information	Used by Housing Support Team to assess what services the data subject can access for assistance	Provided by data subject and a consent form is signed for the purposes of this team's services	Yes, with explicit consent from the data subject	No	Housing Support Team retain records to comply with Care Inspectorate requirements
Management of former tenants	Electronic data for follow up tasks after tenancy. Hard copy information for selected processes	Recharging and debt collection follow-ups take place after tenancy	Data subject	Yes, passed to Debt Collection Agencies employed by the Association	No	QL Housing System records are retained for as long as the system is in use. Retention period at system change will be agreed to suit business requirements. Electronic filing for Former Tenants is currently retained indefinitely

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Mobile CCTV systems	Video images of schemes	Used for scheme management and prevention of crime	System SD card	Yes, using correct procedures	No	SD cards are wiped when mobile CCTV system is removed from scheme. Copies requested by Police are retained for as long as required by legal processes
Finance						
Rent Accounting	Electronic and hard copy information regarding: rent charges, bank details, sequestration information, bad debts, invoicing	Calculate charges, refund payments, account adjustments and debt collection activity	Provided by data subject	Yes, to third party Debt Collection Agencies	No	QL Housing System records are retained for as long as the system is in use. Retention period at system change will be agreed to suit business requirements.
People and Culture						
Job applications	Application forms, interview process, references	Create short list for vacant positions, arrange interview and provide outcomes	Provided by data subject	No	No	6 months after notifying unsuccessful candidates. Candidates have the opportunity to object to their details being retained

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Property						
Medical/ Disabled adaptations - Referrals from Occupational Therapists/Doctors/Hospitals	Customer Data - Name, Address, DOB, contact details. Special category data including health issues.	Referrals sent in by Post or E-mail	provided by data subject, or Occupational Health Professional with subject's consent	No - not the referral but information on works.	No	Information held on the electronic filing system is disposed of at the end of tenancy. QL Housing system records are retained for as long as the system is in use. Retention period at system change will be agreed to suit business requirements.
Chief Executive's Office and Corporate functions						
Maintenance of corporate mailing lists	Name, address	Used for issuing annual reports and similar corporate information	Provided by data subject	No	No	Reviewed on an annual basis for accuracy
Administration of Board and Committee members	Name, contact details, equalities monitoring information	Used to maintain up to date records of The Board of Management	Provided by data subject	No	No	Reviewed on an annual basis for accuracy

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Office CCTV	Video images of office and surrounds	Used for security and crime prevention	Generated by system	Yes this information can be shared using correct procedures	No	Retained for 30 days as routine. Images requested for detection of crime are retained until no longer required
Telephone system	Recordings of telephone discussions	Used for training and monitoring purposes and for investigation of customer complaints	Generated by system	Yes	No	6 months