

## Privacy Notice

Thrive Homes is a housing association which owns and manages more than 4,000 rented and leasehold properties in Hertfordshire, Bedfordshire and Buckinghamshire. We take the confidentiality and security of the information we hold about our customers and colleagues very seriously. This Privacy Notice explains how we use the personal information we collect.

Our privacy notice covers the following areas, to explain our approach to Data Protection.

- How we collect information about you
- Who we collect information on
- How we use your information
- Links to other websites
- Sharing your information
- Accessing your information
- Security of information
- Changes to our privacy notice
- How to contact us

### How we collect information about you

---

We collect information in a variety of ways, including:

- When customers apply for a home
- When customers sign a tenancy agreement
- Through on-going contact with customers during a tenancy
- When customers access services by logging in to our website or use the customer app
- Recording calls to and from us
- When customers terminate a tenancy
- If a customer makes a complaint
- When dealing with ASB cases
- When providing welfare benefits advice
- Job applications
- When an offer of employment is taken up

When you apply to become a Thrive Homes Customer, we request and hold on file any references and information necessary to assess your application. This may include (but is not limited to), where appropriate, information from other landlords, the Police, the Probation Service, support services, Social Services, and health services.

### Who we collect information on

---

We collect personal information about:

**Customers:** This includes current, former and potential customers, who live in our properties or access our support and other services, and could also include their family and people associated with them.

**Employees:** This includes current, former and potential colleagues, as well as Board Members, apprentices and volunteers.

As well as **anyone** who makes a **complaint or enquiry** and **visitors** to our website and office.

### How we use your information

---

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

- manage allocations and lettings
- manage tenancies
- receive rent and service charges
- provide a repairs and maintenance service
- offer welfare benefits advice
- provide support services
- resolve ASB disputes
- investigate complaints
- deliver the Investment Programme
- engage with customers to get feedback on our services
- provide education, employment and training advice and opportunities
- target customers impacted by welfare reform
- process the monthly payroll
- manage employee benefits with 3<sup>rd</sup> parties
- process requests from 3<sup>rd</sup> parties for example Council Tax, Job Centre Plus

### Links to other websites

---

This notice is limited to this website only. If you follow a link to an external site, we recommend that you check the privacy notice of the site before giving any personal details.

## **Cookies**

---

When you use our website we send a cookie so that our system can recognise you when you use the website. We collect data such as your IP address for analysing and tracking the use of our website.

## **Sharing your information**

---

We will not share your personal information without your consent, unless allowed by law. Examples of organisations we may share your information with, where appropriate, are:

- Contractors
- Local Authorities
- Housing Benefit
- DWP
- Social services
- Police
- Probation Service
- Other landlords
- Utilities companies
- Council tax
- Debt recovery agency
- Courts
- Payroll bureau
- Pensions Companies
- Job Centre Plus
- HMRC
- Printers
- Fire Service
- Support agencies
- Health services

We may share customers' personal information on a collective basis with other organisations to help us gain insights in to our customer base, so we can target and deliver our services in a way that maximises benefits for our customers. Whenever we do this, we will ensure that your personal information is handled under strictly controlled conditions and in accordance with the requirements of the Data Protection Act.

## **Accessing your information**

---

Under the Data Protection Act 1998 individuals can find out if we hold any personal information (including CCTV images of themselves) by making a 'subject access request'. If we do hold information about you we will tell you what this is and let you have a copy of it. We may make a nominal charge of £10 towards our administration costs for the request. We will require proof of your identity before we disclose information to you. You can ask for your information by emailing the Governance Officer

## **Security of information**

---

We are committed to ensuring that your information is kept secure. We have developed separate ICT policies which set out how we keep the information held on our systems secure. We also have a number of physical security measures in place, such as office security and confidential destruction of all waste paper.

## **Changes to our privacy notice**

---

We keep our privacy notice under regular review and will place any updates on this webpage. The notice was last reviewed (insert date here).

## **How to contact us**

---

We welcome any queries you may have regarding this Privacy Notice, or any information we hold about you. Please contact us at [enquiries@thrivehomes.org.uk](mailto:enquiries@thrivehomes.org.uk)