

Policy checklist	
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Park Properties Housing Association will provide this policy, on request at no cost, in large print, in Braille, in audio or other non-written format, and in a variety of languages.

## 1.0 Introduction

1.1 The purpose of this policy is to outline Park Properties Housing Association' (PPHA) responsibilities in relation to the collection, use and disclosure of data, and our residents' right to access their personal data.

1.2 PPHA's business practice will comply with the requirements of the Data Protection Act 2018 (DPA) and General Data Protection Regulation 2018 (GDPR).

1.3 As part of its work PPHA is required to collect and use certain types of information about individuals who come into contact with the organisation. This personal data must be handled properly however it is collected, recorded and used – whether on paper, in a computer, or recorded on other material.

1.4 PPHA is committed to handling the personal data we hold sensitively, appropriately and legally, fully adhering to act and comply with the principles detailed in GDPR as detailed in the Act.

1.5 In accordance with the DPA 2018, PPHA is registered as a Data Controller on the Public Register of Data Controllers maintained by the Information Commissioner's Office. PPHA's registration number is 5056, PPHA's nominated Data Controller is Michael Pearson.

1.6 The aim of PPHA's Data Protection Policy is to outline our responsibilities about the collection, use and disclosure of data, and our customers' right to access their personal data, as well as set out PPHA's business practice for complying with the requirements of the DPA.

## 2.0 Scope

2.1 This policy applies to all personal data collected, owned and used by PPHA, throughout our business. All staff, board members, sub-contractors and managing agents are expected to work in line with this policy.

### 3.0 Definitions

3.1 Data: includes computerised data, manual data and any other form of accessible record that includes personal information held by the organisation.

3.2 Data subject: an individual who is the subject of personal data.

3.3 Data controller: a person who (either alone or jointly or in common with other persons) determines the purposes for which, and the manner in which, any personal data are, or are to be, processed.

3.4 Personal data: is that which relates to a living individual who could be identified by the data. This can include the nine protected characteristics under the Equality Act 2010. Policy Commitment.

3.5 PPHA takes data protection very seriously. Reported data breaches will be investigated and where substantiated appropriate action taken to remedy the situation.

3.6 The Board will lead by example in demonstrating good conduct and ensuring compliance with legal requirements, rules, and procedures.

3.7 In carrying out its duties and responsibilities, PPHA will comply with the principles of data protection, which require that personal information:

- Shall be processed fairly and lawfully and, in particular, shall not be processed unless specific conditions are met
- Shall be obtained and used for limited, specifically stated purposes, and shall not be processed in any manner incompatible with that purpose or those purposes as specified in the Act
- Shall be adequate, relevant and not excessive in relation to those purpose(s)
- Shall be accurate and, where necessary, kept up to date
- Shall not be kept for longer than is absolutely necessary
- Shall be processed by PPHA within its legal and moral boundaries
- Shall be processed in accordance with the rights of data subjects under the GDPR
- Shall be kept safe and secure by the data controller who will take appropriate technical and other measures to prevent unauthorised or unlawful processing or accidental loss or destruction of, or damage to, personal information.
- Shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of individuals/service users in relation to the processing of personal information.
- Shall not be communicated informally.

### 4.0 Responsibilities

4.1 PPHA will:

- Meet its legal obligations to specify the purposes for which information is used.
- Collect and process appropriate information only to the extent that it is needed to fulfil its operational needs or to comply with any legal requirements.
- Ensure that the rights of people about whom information is held can be fully exercised under the Act. These include:
  - The right to be informed that processing is being undertaken
  - The right of access to one's personal information
  - The right to prevent processing in certain circumstances
  - The right to correct, rectify, block or erase information which is regarded as incorrect
  - The right to be forgotten

- Take appropriate technical and organisational security measures to safeguard personal information.
- Treat people justly and fairly whatever their age, religion, disability, gender, sexual orientation, political opinions or ethnicity when dealing with requests for information.
- Have provisions in cases of lost, corrupted or compromised data.
- Ensure that all persons working on behalf of PPHA, processing personal information understands that they are contractually responsible for following good data protection practice.
- Regularly review and audit the ways it holds, manages and uses personal information.
- Allow people to request that PPHA modify, erase, reduce or correct data contained in our database.
- Ensure all board members and people working on behalf of PPHA are aware that a breach of the rules and procedures identified in this policy may lead to disciplinary action being taken.
- Ensure all personal data is stored securely using encrypted technical solutions.

## 5.0 Monitoring and Performance

5.1 The Board are responsible for complying with and being informed of legislative changes to DPA and GDPR and amending this data protection policy accordingly.

5.2 All people working on behalf of PPHA must comply with this policy where they have staff who have access to personal data, must be informed and aware of the data protection requirements, duties and responsibilities under the Act.

5.3 Required action will be taken for breaches or suspected breaches, reportable breaches will be informed to the Information Commissioners Office. Disciplinary procedures will be implanted as required.

## 6.0 Background Documents

6.1 This policy should be read in conjunction with the legal and regulatory documents listed below:

- Data Protection Act 2018
- General Data Protection Regulation 2018 (GDPR)
- Equality Act 2010.