



Supporting BME Communities
and Multi-Cultural Neighbourhoods

Privacy and Data Protection



**Explaining how Unity will use
and protect your personal data**

Privacy statement

We know that providing us with personal data is an act of trust and you rely on us to look after the information that you give us. We take our responsibilities seriously and work hard to ensure that we keep your personal data safe and secure.

We have a Privacy Statement that can be found in full on our website and in this leaflet we explain how we collect, use and share personal information.

Collecting your information

We collect most of our information directly from you. This happens when you first make an application for housing, request a service from us, complete one of our forms, contact us or respond to a survey. We collect information when you use our social media facilities, access our website or when tenants use our self-service portal "MyUnity".

We also receive information from other organisations where this is relevant to the management of our tenancies, the services that we provide as a social landlord and our serviced office spaces.

How and why we use your information

In a nutshell we collect personal information because it is needed by us as a social landlord to

deliver services to applicants, residents, customers of our serviced office spaces, service users and any other customers. It is needed so that we meet our contractual and regulatory obligations. We also process some of your personal information because it is in our legitimate interests to do so.

This means that using your information is necessary for us to be an effective social landlord who provides high quality services to our customers.

Sharing your information

We sometimes need to allow our contractors or agents to process personal information we hold about you. This can be to arrange repairs, undertake gas servicing or collect rent. We only share information which is needed by our contractors or agents to carry out the service they have been asked to provide.

In some cases, we may need to share your information with other organisations because the law requires us to, it is in the public interest or to protect the vital interests of a person.

Retaining your personal information

How long we keep your personal data for can depend on the type of data it is. We will never keep your information for any longer than is necessary. We will delete information as soon as we no longer have a valid reason to hold it.

Update contact information

It is important that the information we hold about you is accurate and up to date. If any of your contact details have changed, it might mean the information we hold about you is incorrect.

Please let us know as soon as any of the details we hold about you change. Alternatively, you can fill out this form and return it to Unity and we will update your contact details.

Your name.....

Address.....

.....

.....

 Tel.....

 Mobile.....

 Email.....

How we use this information

We use your contact information to stay in touch with you so that we can manage your tenancy and deliver services to you. We also use your contact details to tell you about events or other services that you may be interested in.

Your privacy rights

New data protection rules increase the rights that you have over your personal data. This includes the right to:

- Know how we use your data
- Correct any inaccurate data we hold
- Delete data we do not need
- Withdraw your consent to using data for a particular purpose
- Access your data

Making a request for information

You have the right to ask us what personal information we hold about you, and to request a copy, free of charge. We then have 30 days to respond to you.

If we consider that the request is manifestly unfounded, excessive, or repetitive, we can charge a reasonable fee. This fee will be based on the administrative cost of providing the information.

Problems understanding?

If you need any of our information translating or if you need an interpreter, please contact us. We can also provide this information in large print or on CD if you need us to.

How do I make a request

If you are not satisfied with the way that we have dealt with your personal data or require further information or want to request a copy of the data we hold about you, see the Contact Us section of our website for details of how to get in touch with us: www.unityha.co.uk/contact

Alternatively you can write to:

Data Protection Officer
Unity Housing Association Limited
113-117 Chapeltown Road
Leeds, LS7 3HY

The Information Commissioner (ICO) is also a source of further information about your data protection rights. You have the right to complain to the ICO if you think that we have not handled your data correctly. You can contact the ICO on-line at www.ico.org.uk

Alternatively you can write to:

The Information Commissioners' Office
Wycliffe House
Water Lane
Cheshire, SK9 5AF

Unity Housing Association Ltd
113-117 Chapeltown Road, Leeds, LS7 3HY

 0113 200 7700

 uha@unityha.co.uk

web: www.unityha.co.uk



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