

# Privacy Notice: Housing Service

Nottingham Community Housing Association, 12-14 Pelham Road, Sherwood Rise  
Nottingham, NG5 1AP

## What information do we collect and why do we collect it?

We collect personal and identifying data including as date of birth, National Insurance numbers for you and members of your household, including children.

We will use this information to manage your tenancy and comply with our legal obligations.

We will collect contact details for you, including next of kin information. We will use this information to manage your tenancy and to contact you in an emergency.

We will collect financial information such as details of your income, savings and any welfare benefits that you claim. We will also check your credit reference before offering you a tenancy. We will use this information to manage your tenancy, meet our legal obligations and confirm that you are eligible for our housing.

We will collect special category data such as health, disability, ethnicity, religion and sexuality to ensure that the services we provide best meet your needs. We will also use this information to ensure that we are meeting our legal obligations and providing our services fairly and in a non-discriminatory way that meets the requirements of the Equality Act 2010. We may also use this data to check

eligibility for housing and for dealing with anti-social behaviour.

We will collect information about unspent criminal convictions which we will have to use to confirm eligibility for a tenancy and for tenancy management. We may also collect information about up to date unspent convictions for current tenants as part of our investigations into ASB and breaches of tenancy.

## How will we collect this information?

We collect information at various points in the process of applying for an NCHA property and as a tenant. This includes:

**Application:** When you make an application directly to us or successfully bid for one of our properties through a Choice Based Lettings scheme (CBL). It is also possible that we may receive referrals containing your information from public and voluntary bodies such as Local Authorities, Housing Benefit, Department of Work & Pensions, MP's and Councillors, Welfare Rights Centres and the CAB. This should be done with your consent and knowledge of why they are making the referral to our services.

**Before your tenancy starts:** We will collect further information including confirmation of income and benefits and updated details of household members, which may include health

and special category data, from you as part of the pre-tenancy application process.

During your tenancy: When you contact us, we will confirm your name, address and contact details and update your information if it is incorrect. We will also collect further information at the one month and nine month tenancy visits to check for any changes in circumstances

We will collect further information every time we speak to you about your rent account or tenancy issues to ensure that we are able to manage your tenancy, pay your rent and provide any necessary advice and support.

We will also collect information when you voluntarily complete customer surveys, provide feedback and contribute to tenant involvement initiatives.

### [Who will we share your information with?](#)

The information you provide is treated as confidential unless NCHA is required to share the information as part of a contract, such as your tenancy agreement or by law.

Where there is no contractual or legal requirement, data will only be shared with your consent.

### [Marketing:](#)

From time to time we would like to send you information about NCHA events and services that may be of interest to you. If you have consented to receive marketing, you may opt out at anytime you wish by contacting us.

### [Access to your information and correction](#)

You have the right to view any information the organisation holds about you. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

### [Who and how to contact us](#)

Please contact us if you have any questions in relation with this notice or the information we hold about you:

Phone: 0800 561 0074  
Post: Data Protection Officer  
Unit 2 Clumber Court  
Pelham Avenue  
Nottingham  
NG5 1AJ