

DATA PRIVACY STATEMENT -TENANTS

PERSONAL DATA

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (GDPR) that came into force on 25th May 2018

DATA CONTROLLER

The Data Controller is PHA Homes Ltd of 32 Dragon Street, Petersfield, GU31 4JJ. This means PHA decides how your personal data is used. The Head of Housing is your main point of contact.

HOW DO WE PROCESS YOUR PERSONAL DATA?

PHA Homes ensures compliance with our obligations under GDPR by:

- Keeping personal data up to date
- Storing and destroying it securely
- Not collecting or retaining excessive amounts of data
- Protecting personal data from loss, misuse, unauthorised access and disclosure by ensuring appropriate measures are in place to protect personal data

We use personal data for the following purposes

- To maintain statutory records relating to the tenancies of all the Association's properties
- To maintain statutory records relating to the employment of staff
- To maintain financial accounts and records
- To enable contractors to carry out the essential maintenance of our properties
- To inform our tenants of information related to their home, changes in policy, rent and service charges or maintenance/safety works
- To support essential work with local authorities, regulators, or statutory bodies

Sometimes we may need to use sensitive information (e.g. health or disability details) to provide fair housing services or meet safeguarding duties. we do this under data protection laws that allow processing for reasons of substantial public interest.

WHAT IS THE LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA?

- The performance of the contractual agreement between PHA Homes and our tenants
- To facilitate our legal obligations as a landlord
- To meet a wider public interest (such as equality or safeguarding)

HOW LONG DO WE KEEP DATA?

We retain data based on legal and operational requirements.

Data held	Examples	Retention period	Basis
Tenancy & Occupancy Records	Tenancy agreements, licence agreements, tenancy files, tenancy correspondence	6 years post tenancy	Limitation Act 1980 (legal claims)
Housing Applications	Application forms, supporting documents, waiting list data	12 months if unsuccessful; if successful, keep with tenancy file	Fairness & minimisation
Rent & Service Charge Records	Rent accounts, service charge accounts, payment records	6 years after tenancy ends	Financial regulations & audit
Repairs & Maintenance Records	Repair requests, job orders, contractor reports	6 years after tenancy ends	Evidence in disrepair or liability claims
Health & Safety Compliance	Gas/electrical safety certs, asbestos surveys, fire risk assessments	6 years (general), Permanent (asbestos register)	H&S legislation, Control of Asbestos Regs
Complaints & Anti-Social Behaviour	Complaint files, ASB case records	6 years after case closure	Legal claims & Ombudsman time limits
Safeguarding Records	Concerns about children or vulnerable adults	At least 6 years after case closure; longer if risk remains	Statutory guidance, legal claims
Equality & Diversity Monitoring	Equality forms, survey results	6 years (then anonymised)	Equality Act 2010 monitoring duty
Board & Governance Records	Board minutes, papers, registers	Permanent	Charitable/Companies Act requirements
HR & Staff Records	Personnel files, contracts, training records	6 years post-employment (core record); longer for pensions & safeguarding	Employment law
Financial Records	Invoices, accounts, payroll	6 years	HMRC requirement
CCTV Footage	Security camera recordings	30 days (unless incident requires longer retention)	ICO guidance on surveillance
Insurance Records	Insurance policies, claims	Permanent	Claims may arise many years later

YOUR RIGHTS AND YOUR PERSONAL DATA

Unless subject to an exemption under GDPR, you have the following rights regarding your personal data:

- The right to request a copy of the personal data that PHA Homes hold about you (a Subject Access Request or 'SAR')
- The right to request that the data controller at PHA Homes corrects any personal data if it is found to be inaccurate or out of date
- The right to request your personal data is erased when no longer legally required to be retained by PHA Homes
- The right to request that the data controller provide you with your personal data and where possible, to transmit that data directly to another data controller
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing
- The right to object to the processing of personal data
- The right to lodge a complaint with the Information Commissioners Office (ICO)

FURTHER PROCESSING

If we wish to use your personal data for a new purpose that is not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use, prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

CONTACT DETAILS

- To exercise all relevant rights, queries or complaints please contact the Head of Housing, PHA Homes, 32 Dragon Street, Petersfield, Hants GU31 4JJ or contact the office admin@phahomes.co.uk
- You can contact the Information Commissioners Office on 0303 123 1113 or via their website <https://ico.org.uk/concerns/>

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