

Data Protection



your right to privacy



The Data Protection Act 1998 (the Act) came into force on 1 March 2000. The Act gives you, as a customer, certain rights to access information held about you by us.








What is the Data Protection Act?

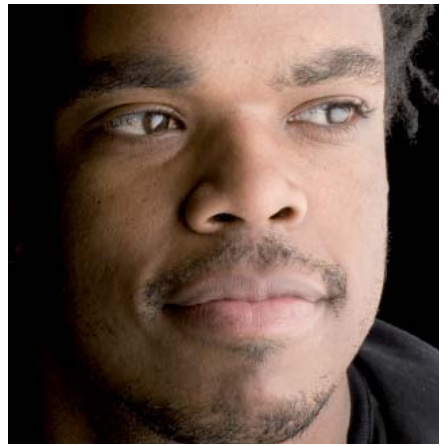
The Act establishes rules for processing personal information, whether in the form of computerised or paper records.

We are obliged to comply with the Act, and must ensure that the handling of all personal information is done in accordance with its principles.

What are the relevant data protection principles?

Personal data held about you must be:

-  fairly and lawfully processed
-  only disclosed in appropriate circumstances
-  accurate and relevant
-  kept up to date
-  not kept for longer than is necessary



What is the purpose of the right of access?

The right of access enables you to see and challenge the accuracy of information held about you, and for you to request deletion or amendment of inaccurate information if required.

Who can apply?

The Act gives you the right of access to records about yourself concerning current or past tenancies or applications for tenancies.





What information can be accessed?

Tenants and applicants have the right to access personal information only i.e. information and expressions of opinion about you and your behaviour as a tenant.

It does not include any other application for a tenancy made by a family member or about sub-tenants, lodgers and any other non-family members who may live with a tenant or applicant.

It does not apply to our own decisions concerning you, such as an intention to recover rent or other arrears.

Will I be able to access all information held about me?

Although in general, individuals have access to all the personal data held about them, there are a few exemptions. In particular personal data may be withheld if:



In that particular case it might prejudice the prevention and detention of crime, the prosecution or apprehension of offenders or the assessment or collection of any tax or duty to provide a copy



The data identifies other people who have not consented to the disclosure of their data and where, on balance, it appears wrong to provide it



The disclosure of the data might cause serious harm to the individual requesting the information on another individual

How do I request access to the information held about me?

Complete the Information Request form attached providing sufficient details to enable staff to locate that specific information. Return the completed form together with evidence of identification, i.e. usual signature if you post the form, driving licence/medical card/benefit identification if the request form is hand delivered.



How long should it take to access information?

We are legally obliged to respond to written requests within 40 days of receipt. However, dependant on the nature of your enquiry we aim to respond to all requests within 10 working days.

Are there any costs involved?

The Act entitles Aspire Housing to charge up to £10 for responding to a request. In deciding whether any fee is due we will take into consideration the amount of work involved in providing the information and the number of previous occasions on which the individual has requested access to data.

What if I have a complaint?

If you are dissatisfied with a decision in response to a request, you may complain through our complaints procedure. Copies are available from our reception, by telephoning Customer Services on **01782 635200** or by visiting our website at **www.aspirehousing.co.uk**

If you are still not satisfied with the outcome of the review process, you can refer the matter to the Data Information Commissioner whose address can be found under the heading useful contacts.



Data Protection Act 1998 - Request for access to personal information

If you would like access to any personal data Aspire Housing holds about you please complete this form and return it to the address on the back of this leaflet.

Please tick one of the following:

Tenant

Housing Applicant

I request access to the personal data relating to:

Name _____

Address _____

Postcode _____

Email _____

Telephone _____

I confirm that I am acting on behalf of the data subject and have submitted proof of my authority to do so.

Signature _____



Useful contacts

Website

www.dataprotection.gov

Email

Mail@dataprotection.gov.uk

Information Commissioners Information Line

01625 545745

Office of the Information Commissioner

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF



Disclaimer

This leaflet offers basic guidance on your rights under the Act and is not intended to provide an authoritative interpretation of the law relating to Data Protection - only the courts can do this. If you need advice or guidance on this complex issue you should contact a solicitor, the Citizens Advice Bureau or the Office of the Information Commissioner.

This information can be made available in

- Other languages • Large print • Braille • Audio tape • Computer disc.

We can also offer a translation service.

If you would like information in another language or format, please ask us.

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे - Hindi

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید - Farsi

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔ - Urdu

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać. - Polish

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه - Kurdish

We really value your feedback, whether good or bad, to help us improve our services.

Please contact us if you have a comment, compliment, suggestion or complaint to make about any aspect of the service we provide.

How to contact us



By telephoning
01782 635200

By minicom
01782 854993

By fax
01782 715498

By writing to
Aspire Housing
Kingsley
The Brampton
Newcastle under Lyme
Staffordshire
ST5 0QW

By visiting our offices
By emailing us
enquiries@aspirehousing.co.uk
Via our website
www.aspirehousing.co.uk

word|for|word

APPROVED BY ASPIRE HOUSING CUSTOMERS