

Access to Personal Information



Access to Personal Information

Derwentside Homes needs to hold information about tenants and customers to work more effectively as a business and to help enable us to provide our services.

Your privacy is important to us and we have put a policy in place to protect your personal information to comply with the legal requirements of the Data Protection Act 1998. This leaflet explains how we protect the personal data that we hold about you and sets out your rights to inspect this information.

What types of information do we hold about you?

Our computer systems store information about your tenancy such as rent and other charges and payments made, repairs requested, housing applications and tenancy issues e.g. allegations of Anti-Social Behaviour.

We use paper-based files to hold copies of tenancy agreements, housing applications and correspondence received in relation to tenants and customers and subsequent replies.

We also use computer databases to record and monitor complaints about our service and responses to surveys.

Privacy and Confidentiality

We will make sure any personal information held by us is secure, accurate, relevant and necessary. All of our computer systems secure through a password system and all paper files are kept in a secured and locked environment.

We have policies and procedures in place to ensure that all staff, Board Members and contractors do not misuse any confidential information or pass this information improperly to a third party. We will not give out your personal information without your permission unless we are obliged to do so by law.

Access to Personal Information

You have a right to access files or other records we hold containing information relating to your present, past or any proposed tenancies. This may include files about your current or a past tenancy, your rent account or application for housing.



All requests must be made in writing to:

Data Protection Officer, Derwentside Homes, Greengates House, Amos Drive, Greencroft Industrial Park, Stanley, Co, Durham. DH9 7YE

Because we need to respect the rights of others, we cannot show you information:

- relating to or identifying a third party without their consent;
- from other agencies such as doctors or lawyers which could reasonably be expected to be confidential;
- that could cause risk to physical or mental well being.

We may charge (up to a maximum of £10) for any such requests and will advise you in advance if a charge will be made.

We will respond to all requests within the 40-day statutory requirement.



You have a right to ask us to delete or change any inaccurate information held on our files.

Representations on your behalf

If someone contacts us on your behalf e.g. a local councillor, we will always seek your permission in writing first to make sure we can discuss your circumstances with them.

Retention of Information

Derwentside Homes will not store information for any longer than is necessary unless we are pursuing money owed to us or we need the information to support any dispute about disrepair or anti social behaviour.

All information that is disposed of will be done so in a secure manner.

Further Information

A copy of our Data Protection Policy can be found on our website at; www.derwentsidehomes.co.uk

This leaflet explains your rights for accessing personal information. If you would like it translated or in a different format, contact us at the address below.

中文
Chinese

此传单解释了您访问个人信息的权利。如果您需要翻译版本或其他格式，请按如下地址与我们联系。

हिंदी
Hindi

ये लीफलेट व्यक्तिगत सूचनाओं तक पहुंच पाने के आपके अधिकारों के विषय में बताता है। यदि आपको ये अनुवादित रूप में या अन्य किसी फॉर्मेट में चाहिये, तब नीचे दिये गए पते पर हमसे संपर्क करें।

Magyar
Hungarian

Ez a szórólap elmagyarázza Önnek, hogy mely személyi információkhoz van hozzáférési joga. Ha szeretne fordítást kapni róla, vagy más formátumban szeretné olvasni, forduljon hozzánk az alábbi címen.

Latviešu
Latvian

Šajā brošūrā izskaidrotas jūsu tiesības piekļūt personiskajai informācijai. Ja jūs vēlaties, lai to iztulko vai vēlaties to citā formātā, sazinieties ar mums izmantojot turpmāk minēto adresi.

Lietuviškai
Lithuanian

Šiame informaciniame lapelyje paaiškintos jūsų teisės į prieigą prie asmens informacijos. Jeigu norėtumėte teksto vertimo arba kitu formatu, susisiekti su mumis toliau nurodytu adresu.

Polski
Polish

Ulotka wyjaśnia prawa dotyczące dostępu do danych osobowych. Jeśli potrzebne jest tłumaczenie lub inny format dokumentu, prosimy o kontakt z nami pod poniższym adresem.

ਪੰਜਾਬੀ
Punjabi

ਇਹ ਇਸ਼ਤਿਹਾਰ ਨਿਜੀ ਜਾਣਕਾਰੀ ਤੱਕ ਪਹੁੰਚ ਲਈ ਤੁਹਾਡੇ ਅਧਿਕਾਰਾਂ ਦੀ ਵਿਆਖਿਆ ਕਰਦਾ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਦਾ ਅਨੁਵਾਦ ਕਰਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫੋਰਮੈਟ ਵਿੱਚ ਕਰਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਪਤੇ ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اردو
Urdu

یہ لیفلیٹ ذاتی معلومات تک رسائی سے متعلق آپ کے حقوق کی وضاحت کرتا ہے اگر آپ اس کو ترجمے یا کسی اور شکل میں حاصل کرنا چاہتے ہیں، تو مندرجہ ذیل پتے پر ہم سے رابطہ کریں۔



Customer Services

Derwentside Homes,
Greengates House,
Amos Drive,
Greencroft Industrial Park,
Stanley,
County Durham
DH9 7YE



0800 783 9295 or 01207 521 100



customer.services@derwentsidehomes.co.uk



www.derwentsidehomes.co.uk