



FAIR PROCESSING NOTICE FOR WELFARE SERVICE PROVIDERS

Women's Pioneer Housing Ltd and the GDPR

Under the EU General Data Protection Regulation (GDPR), Women's Pioneer Housing Ltd (WPH) are committed to protecting your data and complying with the rules and regulations set out in handling your personal data. This Fair Processing Notice outlines our privacy policy and explains to you what data we hold about you, why we hold it, what we do with it, and your rights under the GDPR.

WPH is a housing association registered with the Information Commissioners Office (ICO) as a data controller.

Our ICO Registration number is: Z5679469

WPH can be contacted using the following details:

Women's Pioneer Housing
227 Wood Lane
London
W12 0EX
United Kingdom

Tel: 020 8749 7112

Email: info@womenspioneer.co.uk

GDPR Principles

The GDPR aims to protect the rights and freedoms of individuals in relation to their personal data. All personal data must be processed according to the following principles:

- Personal data shall be processed lawfully, fairly and in a transparent manner.
- Personal data shall be processed and kept only for relevant purposes and limited to what is necessary.
- Personal data shall be collected only for its purpose and for no other reason.
- Personal data should only be kept and stored for the intended retention period set by law or the company.
- Personal data shall be processed with mindfulness and awareness of its confidentiality and security.

- Personal data must be kept with accuracy. Any incorrect data should be corrected or erased immediately.

What is personal data?

Personal data is any information that relates to an identifiable living person, directly, or indirectly, such as a name, or code that relates to that individual.

What is data processing?

Processing of your data relates to all stages from collecting, recording, storing, erasure and destruction.

What information are WPH processing?

WPH, receives correspondence, such as emails from service providers, which may contain information personal and identifiable to you.

Where you are sending us personal data relating to the tenants you are providing a service for, we have previously informed them that we have shared their data with you and that we do so in the interests of their well being.

Information may include:

- Personal details (e.g. name, address)
- Current living circumstances
- Current address
- Lifestyle and social circumstances
- Benefit information

We also record and monitor audio calls. All calls made to WPH are recorded, except for when that call is made regarding a payment and is of a financial matter, or is made to a portable mobile device. The reason we record your calls is to document communication with you. This can assist in the future with identifying yours and other staffs needs, as well as helping us to improve customer satisfaction in the event of a complaint. Calls are recorded by our IT support & provider (Pentangle) and stored in a secure manner, on the internal Women's Pioneer servers on site. Access is only made available to our Corporate Services team when necessary. Call recordings are kept for 6 months.

We also keep CCTV footage recorded in some communal areas of our listed buildings and carparks, should you attend a site visit. This assists us in monitoring any issues surrounding reports of anti social behaviour, crime, fly tipping or any concerns that arise that might affect your well being and housing experience. If your property keeps CCTV, Women's Pioneer store recordings in a secure manner on our remote server, only accessible by those with authority to do so. We keep CCTV footage permanently in case of legal proceedings. We hold and process CCTV data for the health, safety and benefit of yourself and our other tenants. We may, on a case by case basis, be legally required to share this footage with police or local authorities, following a formal, documented request.

When you visit our website, if you choose to do so, our website hosting provider may collect your IP address which may provide them with information about your location and device you are

browsing on. We do not have control over this data and it is not shared with us. You will also be asked if you would like to complete an online survey, hosted by SurveyMonkey. Your responses are anonymised and are unidentifiable to you. We conduct surveys for the purposes of client and resident engagement and improvement.

We also use Google Analytics, a web analytics service provided by Google. Google Analytics uses cookies to analyse how visitors use websites and assess site traffic. Our website does not use cookies to identify you from other users. This information, including your IP address is transmitted and stored by them and we do not process any of this information. If applicable, Google will provide information on how they use your information for their own purposes.

If you visit and post a comment on our social media pages (e.g. twitter), we will not use your data elsewhere unless you give us consent to do so. We use social media platforms to allow you to interact with Women's Pioneer by other means than calls or emails in the interests of you as a visitor.

If you come and visit the Women's Pioneer office, you will be asked to sign in by providing your name in our visitor's book. We do this to comply with fire and health and safety standards by monitoring who is in the building.

Why are WPH processing this information?

WPH will only hold data where there is a legitimate interest to do so. For all legitimate interests we evaluate that interest compared with your rights and freedoms. When your rights and freedoms override this, WPH will not process your data. We process your data for the following reasons:

- To ensure efficient communication with you
- To contact you for further work
- To make payment for your services
- To communicate any queries regarding your services or payment, including invoice querying and customer support
- To enforce compliance with our code of conduct
- To protect the rights, safety and well being of our tenants

In very extreme cases, where WPH may have to process your data in a life or death situation, your data may be processed under the legal basis of vital interest.

How WPH process and store your information

All personal data is collected and initially processed by our staff at WPH. Data is then further processed using a number of electronic systems.

Electronic Systems include:

- Microsoft Office (e.g. Outlook)
- INVU (document management processor)
- QL (housing management and customer relation management software)

All our staff use thin client computer devices, meaning personal data is only saved to a remote encrypted server. For members of staff that might use thin client laptops, work from home, or have access to personal data on work portable devices, every care is taken to ensure that it's contents

are password protected, and encrypted. Devices are secured with six digit passcodes, only known by the appropriate senior member of staff and the assigned employee. Emails kept on phones are automatically synced and destroyed after:

- 1 day for staff who are office based
- 3 days for staff who go out infrequently
- 7 days for staff who are not office based and don't have routine computer access

Your rights are considered at all stages and no data will be processed unless absolutely necessary.

Any hard copies containing personal data, deemed unnecessary to be kept in paper format, are destroyed in a secure manner to ensure your confidentiality. Any existing hardcopies are kept within the remit of the WPH office, where particularly sensitive data is kept within locked cabinets. Access is only made available to appropriate members of staff.

Who will WPH share this data with?

We may from time to time have to share your information with a third party, such as other service providers. This enables us to provide the most efficient service to our tenants, us as the organisation, and yourselves.

Are there any cross border transfers and on what basis?

WPH does not transfer any personal information outside of the EEA or regulated countries under the GDPR. All our processors and servers are held within the EEA. If a case occurs where your personal data needs to be transferred outside of this remit, the protection of your data will be evaluated in line with the GDPR, and safeguarding will be ensured. This would only be done with your informed consent.

How long do WPH hold your data for?

WPH has a retention policy for how long we hold your personal data for, as recommended by National Housing Federation. This is available upon request.

For example, any communications with you would be kept for the duration of the tenants' tenancy of who you are providing your services for.

Your rights as a data subject under the GDPR

The GDPR sets out your following rights:

- I. Right to make a subject access request.

You can ask for copy of all your personal data held by WPH. We are legally obliged to adhere to this request within 30 days, free of charge. If the request is particularly large we might request a fee and ask the ICO for more time if needed. If you make a subject access request this must be made in writing. If you are not happy with the information you receive from us then you can contact the ICO at:

Information Commissioner's Office
Wycliffe House
Water Lane

Wilmslow
Cheshire
SK9 5AF

2. Right to be forgotten.

If you feel WPH is processing data you did not give consent for, you can ask us to delete your personal data in certain circumstances. Women's Pioneer will stop processing, however if we can demonstrate a legal obligation for processing, we can override the withdrawal. Each request will be evaluated on a case by case basis.

3. Right to obtain a restriction of processing.

You can also ask that data processing is restricted, meaning it is merely stored, and not used. This right can be requested when:

- Accuracy is contested
- The processing is unlawful but you would rather the data was stored instead of destroyed
- It is no longer needed for its intended purpose but it is required to be kept for verifications
- You have objected to processing but it is required for proof for erasure of data

4. Right to object to processing.

You can object to WPH processing your data on the basis of your situation. If we can demonstrate legitimate grounds for processing we can override the objection. If your data is being used in the following ways you can object:

- Your data is being used for direct marketing processes
- Your data is being processed for scientific, statistical or historical research purposes, unless this is in the interests of the public.

WPH does not engage in direct marketing, but on the rare occasion that we might use your data, for example, a photograph, we will explicitly gain prior consent.

5. Right to request rectification.

You can ask WPH to correct any inaccurate data. The source of the issue will need to be investigated and will be evaluated on a case by case basis.

6. Right to request data portability.

You can obtain a copy of your personal data from us in a portable format if requested, and have it transferred to another organisation should you wish.

7. Right to request not to be subject to significant decisions when it is based on a decision made solely by automated means.

This is with regards to when a decision is made on your data which is reached without human involvement. WPH does not do this.

If you would like to exercise any of these rights, please contact us so we can investigate and respond to you within 30 days. Should the request be particularly large we may ask the ICO for more time, in which case you will be informed of this and the reasons for it.

Details of our designated Data Protection Officer (DPO)

Name: Mark Cole – Director of Resources

Email: dpo@womenspioneer.co.uk

Changes to this Fair Processing Notice

Should we make any changes to our Fair Processing Notices in the future we will update the website so that the latest version is available.