



ACCESSING INFORMATION

You have a legal right under the Data Protection Act to request to see the information we hold about you.

We charge £10 to respond to your request and will do so within 40 calendar days from the day we receive payment of the fee.

In most cases, we will comply with your request. If your personal information contains details about someone else however, we may not be able to comply without the permission of that person.

You can request to see your personal information by contacting LHA-ASRA's Data Protection Co-ordinator at the address or telephone number detailed below. You must ask for a Data Access Request form which must be completed. This allows us to check that you are who you say you are, and that your information will be released to you and you only.

Contact Details

Data Protection Co-ordinator
LHA-ASRA Group Limited
3 Bede Island Road
Leicester
LE2 7EA

T: 0116 257 6700

E: Info@lha-asra.org.uk

For more information about Data Protection go to www.ico.gov.uk

LHA-ASRA, 3 Bede Island Road,
Leicester LE2 7EA
T: 0116 257 6716
www.lha-asra.org.uk

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Customer information

DATA PROTECTION

INFORMATION WE HOLD ABOUT YOU

The Data Protection Act (1998) improved the rights people have over information that businesses and organisations hold about them. At LHA-ASRA Group we believe it is extremely important to keep any personal information we have about our customers secure and confidential.

We have published this leaflet to tell you how we use information about you and how we store that information.

If you would like this or any other LHA-ASRA publication explained, translated or made into another format such as large print, audio or Braille, or you have any enquiries in relation to this document, including requesting information on any policies mentioned within this document, please contact us on 0116 257 6716.





YOUR PERSONAL INFORMATION

LHA-ASRA Group is committed to maintaining the highest standards of security and confidentiality when holding personal information. We must report how we use personal information to the Information Commissioner, who is responsible for making sure that in the UK information is collected, held and used in line with the Data Protection Act.

In most cases, we only hold information that you or someone you live with has given to us, in a housing application form for example. This information is either stored securely on our computer system or held in lockable filing cabinets.

Personal information now also includes sound and images. For example, information captured by CCTV (closed circuit television), or held on video audio tape DVD or CD. This type of information is treated in the same way as all other information stored and processed by LHA-ASRA.

We use your personal information for:

- Housing management
- Repairing and maintaining your home
- Collecting rent, service charges and housing benefit
- Meeting your care and support requirements
- Preventing and detecting crime
- Research e.g. surveys to help us improve our services
- Equal opportunities monitoring
- Performance monitoring
- Complying with our legal and regulatory obligations

We treat your personal information fairly and lawfully, and use it for only the purposes we have specified to the Information Commissioner.



We will ensure your personal information is:

- Up to date, accurate, relevant and not excessive
- Not kept longer than is necessary
- Secure

Normally, only LHA-ASRA staff will see your personal information. However, there may be times when we disclose your details to others.

These may include:

- Contractors e.g. to allow repairs to your house
- Agents e.g. Supported Housing agencies
- Local authorities and government departments
- Police
- Our regulator, the Tenant Services Authority

KNOWING WHO OUR CUSTOMERS ARE

One of our biggest challenges is making sure that we have up to date information about our residents.

This is so we can deliver our services to you efficiently and that services are adapted to people's needs. Without certain information this would be impossible, so from time to time we may ask you a few questions to update our records. This may be face to face, over the telephone or a postal questionnaire.

The information we ask for is typically your latest telephone number (for organising repairs), or if you have a disability (so that we can help with adaptations).

Information is not shared for any other reason than delivering our services to you.