

Easy Read Privacy Notice



Information about you

Encircle Housing has information about people. It is the law that the companies must keep this information safe and secure.

To do this companies must let people know that they have information about them, and how they will use it.

This is called a **Privacy Notice**.

This document is Encircle Housing's Privacy Notice. It tells you:

- Why Encircle Housing needs information about you
- What Encircle Housing does with information about you
- Your rights around how your information is used



About Encircle Housing



Encircle Housing is a Registered Provider of Social Housing (Number 4784) and Co-operative and Community Benefit Society (FCA Number 8071). Encircle Housing has charitable rules.

Information that we may keep about you

Encircle Housing may keep information about you to make sure that our services are safe and professional. It also helps us to give you the best tenancy related support that we can.

Encircle Housing might keep the following information:

- Your basic details, for example, name, address, date of birth and emergency contact
- Details about how you pay us for your rent and utilities
- How we support you
- Your likes and dislikes
- Details about your health





Encircle Housing might collect, share, and store your personal information because:

- We have an agreement with you or your local council to provide housing for you
- It is the law
- When you apply to live in one of our properties, we need to check that you are eligible for it and that you can pay the rent.
- We must give information to other organisations that we work with, for example Housing Benefit
- We want to make our tenancy related support better for you and other people at Encircle Housing
- We have responsibilities as a landlord to maintain your home and do repair work
- We inform you about things to do with your tenancy



Encircle Housing must follow the law when collecting, storing, or sharing information about you.

How we may use your information



Encircle Housing may use your information to:

- Choose the tenancy related support and services you might need
- To help keep you safe in your home
- Help you to get your housing related benefits
- Work with other professionals to help you maintain your tenancy

How we keep your information safe



Encircle Housing will always keep your information private and safe. The only people that we will let see your information are:

- People with permission
- People who have the right to see it by law

People or organisations who may have a legal reason to see your information include:



- Parts of the health and care system, such as your GP, social workers, care staff or pharmacy
- Your local council
- The Regulator of Social Housing
- The police, probation, or security services
- Internal auditor



How long we will keep your information for

We will only keep your information for as long as it is needed. The amount of time will:

- Be in line with the law and the rules set by other organisations, such as the Regulator of Social Housing
- Depend on why it was needed in the first place

Encircle Housing has adopted the National Housing Federation's good practice data retention guidance. This will tell you how long your information is going to be kept for.



Your rights

The information we keep about you is yours. We will make sure it is kept private and is only used properly.

You have these rights when it comes to your information

Your rights include:

- You can ask to see a copy of the information we have about you
- If the information, we have about you is wrong, or has parts missing, you can ask us to correct it
- If you think we have information about you that is no longer needed, you can ask us to delete it, unless the law says it is still needed
- You can ask that we stop some of the ways that we use your information, even if you do not want it deleted
- You can ask us to delete your information by withdrawing consent. Please contact us if you want to do this
- You can ask us not to use your information for legitimate interests. This is when we have a clear reason or goal for doing something



If we cannot do what you have asked, we will explain why.



How to complain

You or someone who supports you can write to us if you have got any questions, or you are unhappy about the way we use your information.

Send us a letter to:

Data Protection Officer
Encircle Housing
2 High Street House
High Street
Yeadon
Leeds
LS19 7PP

Or email contactus@encircleha.co.uk