



## Privacy Notice

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## 1. Introduction

**The purpose of this notice is to outline Inquilab Housing Association's approach to protecting the personal data it collects, processes, holds, and shares as a Data Controller. In this notice Inquilab Housing Association may also be referred to as 'Inquilab' / the 'Association' / 'us' / 'we'.**

The Association takes privacy seriously and we are committed to protecting information through a range of organisational and technical measures to safeguard all personal information within our control. Inquilab maintains records of its processing activities, decisions taken about its processing activities, and its data risk assessments.

Inquilab Housing Association Ltd's registered office is: Unit 3, 8 Kew Bridge, Brentford, TW8 0FJ. We are registered on the Information Commissioner's Office (ICO) Register, registration number Z716030 and act as the 'Data Controller'. The Association's Data Protection Officer is its Head of Governance and Assurance, who can be contacted by email at [dataprotectionofficer@inquilabha.org](mailto:dataprotectionofficer@inquilabha.org) should you have any questions or concerns about how your personal data – or that of others - is processed by us.

## 2. Information about you

Inquilab gathers and processes your personal information in accordance with this privacy notice and in compliance with Data Protection Laws being the General Data Protection Regulation 2016 (GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communication Regulations (2003).

This notice provides you with the necessary information regarding your rights and Inquilab's obligations, and explains how, why, and when we process your personal data, how we may use it, how long we may retain it for and keep it secure, and the limited conditions under which we may disclose it to others.

Inquilab processes your personal information in order to meet our legal, statutory and contractual obligations as a Registered Social Landlord and UK registered company; manage your tenancy or relationship with the Association; provide you with information about our products/services; and / or responding to or managing general enquiries or other information received.

Inquilab will never collect any unnecessary personal data from you and we will not process your information in any way, other than as specified in this notice or where we advise you before collecting details from you.

Information will normally be collected directly from you. This means that you know what information the Association has about you, and we can be sure you have provided us with accurate and up-to-date information. Where relevant to your housing needs or those of other residents, we may also be required under our obligations as a Registered Social Landlord, to obtain information provided by third parties, e.g. from social workers, health professionals, or as detailed below.

### 3. The information we collect about you

#### Inquilab Residents (tenants):

- Tenancy records to manage and support tenancies including where additional support is provided
- Rent, service charge, rent and arrears account and other financial information
- Profiled information for internal analysis purposes only
- Repair, maintenance and property adaptation records
- Customer feedback and satisfaction
- Records of tenancy changes (e.g. mutual exchange, succession, or an application to purchase)
- Information about specific issues affecting our tenants or their household members (e.g. anti-social behaviour, violence and aggression, safeguarding concerns, hoarding, social protection and welfare matters)
- CCTV footage around our properties
- Photographs
- Details for effective communication of information to tenants and the promotion of social, environmental, and economic wellbeing pursuant to the Neighbourhood and Community Standard 2015, and the Tenant Involvement and Empowerment Standard
- Telephone calls into Inquilab may be recorded to help with complaint investigations and for other monitoring purposes; these recordings will not be retained for any longer than 12 months

We record information in our housing management system to deliver our housing management services. We may also record your telephone calls in to the Association, as some calls to our customer service centre are recorded for training and monitoring purposes to ensure it is delivering on its objective to provide an excellent service.

Inquilab has a self-service (on-line) portal that enables its tenants to access their rent records, log repairs, update their personal details, notify incidents of anti-social behaviour, make a complaint, give feedback, or check their rent statements. We collect information when residents log in to the portal, for example, to pay rent or request a repair. We collect username, password, and email address when residents register on the Association's resident portal for an account.

The list is not exhaustive, as we hold records of most of the contact we have with you, or about you, and we process this information, so we can effectively deliver our services

#### Leaseholders and Freeholders:

- Information about the sale/purchase/assignment of a lease or its extension or about the sale of a freehold;
- Information relevant to a lessee's mortgage or re-mortgage application;
- Information relevant to service/repairs/other charges;
- Rent review information;
- Information in connection with managing your business lease/tenancy.

Inquilab records information in its housing management system to manage and deliver its services.

## Contractors, suppliers, and other third parties

- Basic contact details and any other information third parties may share in routine correspondence and enquiries with us.

## CCTV

- The Association uses CCTV as an effective tool in helping it to achieve its aims and regulatory duties of creating safer communities and spaces in and around its residential properties, community hubs, commercial premises, and office buildings. Visible signage where we operate CCTV equipment is in place
- We are obliged to share information with the relevant authorities for the prevention and detection of crime. The request for this information may be made under a police warrant or court order or an information sharing protocol. We may also share CCTV images in safeguarding cases.
- CCTV is collected and stored in and around our properties for crime prevention and detection purposes.

## General enquiries and other information received

This section relates to any information voluntarily sent by the Data Subject and not covered by any other section within this policy.

- We will process, store, retain, and share personal information where relevant and appropriate to do so for the purposes of responding to or managing any general enquiries or other information received, volunteered or sent to us by the data subject that is or may be connected to any of our activities.

All information is managed in line with your rights and the Association's obligations as detailed under Data Protection Law and the principles contained within this policy.

## How we inform you

Inquilab is required to provide certain information in order to make the processing of Personal Data fair, lawful and transparent. We provide this information under a 'layered approach' to ensure that we provide you with all the information you require. This is achieved through the following documents:

- A data protection statement at the point of data collection. This informs you of who we are, briefly explains why we are collecting the information, and refers to the Privacy Policy.
- This privacy policy is made readily available on our website, residents (tenants) portal and upon request.

We will only ask for personal information that is appropriate to enable it to deliver its services to you. You can refuse to provide your details if you think a request is inappropriate or compromises your personal security in any way. However, your refusal may impact the Association's ability to provide essential services to you, and in such a case, and where we cannot fulfil our obligations to you (such as keeping you safe from harm) we may seek to enforce your cooperation in accordance with section 4 below.

### Caution Alert Register:

The Association will not tolerate any behaviour which places the health, safety, and welfare of its employees and representatives at risk of harm; this includes assault, threats of violence, aggression, sexual advances or allegations, or any other behaviour assessed to be anti-social or unwarranted, including any discrimination based on race, religion, ethnicity, sexual orientation.

Where such behaviour is witnessed or reported, the Association will take action to protect the welfare of its employees and representatives, and to ensure a safe working environment which is free from such risks or harassment. In this instance, we will put in place appropriate action which includes supporting and encouraging a change in behaviour whilst placing the individual under a period of monitoring. Other action may include two-person visits for purposes of repairs, restricting access to a name contact point, restricting access to the office environment, and undertaking investigations. Where the risk(s) faced are sufficiently serious it may warrant notification to the police and other relevant authorities.

The deployment of this measure is strictly governed and managed according to Inquilab's policy to ensure that its process is fair, transparent, compliant with lawful requirements, and that privacy concerns are addressed and safeguarded appropriately.

### National Fraud Initiative

Inquilab is required by law to protect the public funds it administers. The Association may share information with other bodies responsible for auditing or administering public funds, in order to prevent and detect fraud.

We may also share data as part of data matching exercises to prevent fraud, for example as part of the National Fraud Initiative (NFI).

Our participation in the NFI will assist in the prevention and detection of fraud against Inquilab and other organisations within the public sector. We will participate on a voluntary basis and provide the Cabinet Office with particular sets of data as set out in the Cabinet Office's guidance.

Data matching involves comparing sets of data, such as the tenancy, payroll or benefits records of a body, against other records held by the same or another body to see how far they match. The data is usually personal information. The data matching allows potentially fraudulent sub-letting, benefit claims and payments to be identified. Where a match is found, it may indicate that there is an inconsistency that requires further investigation. No assumption can be made as to whether there is fraud, error, or other explanation until an investigation is carried out.

The processing of data by the Cabinet Office in a data matching exercise is carried out with statutory authority under its powers in Part 6 of the Local Audit and Accountability Act 2014. It does not require the consent of the individuals concerned under the Data Protection Act. Data matching by the Cabinet Office is subject to a Code of Practice.

### Inquilab services

If you are asked to provide information when applying for, or using, specific Inquilab services, we will describe how we use and protect this information on the web page on which you enter this information.

## Marketing

If you are currently receiving marketing communications from Inquilab and no longer wish to do so, you unsubscribe by following a link contained within marketing emails that are sent to you. This link is usually at the end of an email.

Inquilab will not intentionally send you irrelevant email messages or junk mail, and your details will not be provided to any organisation other than Inquilab's business partners and agents, and for marketing purposes, unless you have explicitly allowed us to. We may, however, send you emails about our services, such as responses to enquiries you make about our services. These customer service emails are not to be confused with marketing emails and there is no option to opt out from receiving them.

## 4. How we use your Personal Data (Legal Basis Processing)

Inquilab relies on at least one of the following lawful bases for processing your personal information. The lawful basis that we rely upon is detailed within the wider Information Asset Register:

- **Consent:** You have given explicit consent for Inquilab to process your personal data for a specific purpose. You will have the right to withdraw your consent at any time. For example, where you have consented to us providing you with promotional offers and marketing.
- **Contractual:** The Association needs to process your data to enter into a tenancy or other contractual agreement with you and to meet its obligations under that contract, or because you have asked us, or we need to take specific steps before entering into a contract with you.
- **Legal Obligation:** The processing is necessary for Inquilab to comply with the law. For example, processing your legal status to stay in the UK to check your entitlement to housing or as part of our legal obligation for business accounting and tax purposes, shared with credit reference agency or any other third party who might provide the Association with financial background checks prior to you commencing your tenancy with us and to comply with health and safety legislation. In addition, we may share information from our CCTV systems with the police as our legal obligation.
- **Vital Interest:** The processing is necessary to protect someone's life. This will only apply to a situation of life and death where it is difficult or practically impossible to get your consent.
- **Public Interest:** Where Inquilab processes special categories of data such as health data, personal data revealing racial or ethnic origin, sexual orientation and religious or philosophical beliefs, this is done for the purpose of equal opportunities monitoring with a view to enabling such equality to be promoted or maintained. Data that we use for these purposes is anonymized. In addition, we process your data where processing is necessary for the purposes of protecting an individual from neglect or physical, mental or emotional harm or protecting the physical, mental or emotional well-being of an individual. In certain circumstances, such as a serious concern for safeguarding or welfare it may be necessary for us to contact statutory agencies (Police, Social Services & the Mental Health Team) and/or the Local Authority to enable us to support you in sustaining your tenancy. In addition, we may also rely on this lawful basis to gain access to your property (Mainly for housing for older people) in situations where we have serious concerns for your safety
- **Legitimate interest:** The processing is necessary for our legitimate interests, or the legitimate interest of a third party, unless there is a good reason to protect your personal data which overrides those legitimate interests. This may include the processing of information from our CCTV systems for the prevention and prosecution of crime. The Association may also process your personal data in order to send you communication (including correspondence

and information). Your data may also be used for direct marketing purposes to keep you updated with products / services and or latest marketing news. We will occasionally send you marketing information where we have assessed that it is beneficial to you as a customer and in our interests. Such information will be non-intrusive and is processed on the grounds of legitimate interests. You can however exercise your right to opt out of receiving any direct marketing or where you don't wish to be partake in feedback surveys.

## 5. Your Rights

You have the right to access and request (without charge) any personal information that the Association holds and processes about you, including:

- What personal data we hold about you
  - The purposes of the processing
  - The categories of personal data concerned
  - The recipients to whom the personal data has/will be disclosed
  - How long we intend to store your personal data for
  - If we did not collect the data directly from you, information about the source.
1. You have the right to request a correction of your personal data if it is incorrect or out of date. We will correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified. You can also send a request on Inquilab's self-service portal.
  2. You have the right to withdraw your consent for processing your data if the processing was based on consent.
  3. You have the right to request that the Association deletes your data if you feel it should no longer be processing it. Upon receiving a request for erasure, we will confirm whether it has been deleted or the reason why it cannot be deleted for example, because we have a legal obligation to keep the information or we need it for a compelling legitimate business interest.
  4. You have the right to object to the processing of your data. You may request that we stop processing information about you. Upon receiving your request, we will contact you and let you know if we are able to comply or if we have legitimate grounds to continue to process your data. Even after you exercise your right to object, we may continue to hold your data to comply with your other rights or bring or defend legal claims.
  5. You have the right to request that we transfer your data to another data controller if the data is processed by automated means (this does not apply to paper files).
  6. You have the right to request restriction of processing of your personal data. This enables you to request the suspension of the processing of your personal data:
    - a) if you want the Association to establish the data's accuracy
    - b) where the Association's use of the data is unlawful, but you do not want us to erase it
    - c) where you need the Association to hold the data even if it no longer requires it as you need it to establish, exercise, or defend legal claims
    - d) you have objected to the Association's use of your data, but it needs to verify whether it has overriding legitimate grounds to use it.

You may exercise your rights verbally or in writing. If you make your request verbally, we recommend you follow it up in writing to provide a clear trail of correspondence. It will also provide clear evidence of your actions. You may also email us at – [DSARS@inquilabha.org](mailto:DSARS@inquilabha.org), or make your request through Inquilab's website ([www.inquilabha.org](http://www.inquilabha.org)) or in writing to: The Data Protection Officer, Inquilab Housing Association, Unit 3, 8 Kew Bridge, Brentford TW8 0FJ.

The Association will comply, where feasible to do so, within one month of receiving your request and appropriate identification documentations.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and only disclosed to the right person.

## 6. Sharing and Disclosing your Personal information

Information will be used across the Association to ensure you are receiving all services you have requested; ensure your information is accurate and up to date and to promote other products Inquilab offers and/or to keep you updated with the latest news.

We may also share your information with third parties such as:

- Suppliers, contractors, and processors to deliver our services
- Research purposes to enable us to gather your views on the services we are providing
- The police, if relevant to safeguarding concerns or as part of a criminal investigation
- The Disclosure and Barring Service and where necessary, providers of services to verify identity documents and provide barred list checks

We also share information with central government, for example as part of the [Continuous Recording of Social Housing in Lettings and Sales](#) (CORE). The CORE dataset includes information on the letting or sale, type of tenancy or sale, and rents and charges. The demographic information about the tenant is processed for statistical and research purposes. The dataset in CORE does not contain direct personal identifiers but when taken as a whole the data may allow social tenants to be identified. This is because the dataset may contain unique property reference numbers or even full postcode data. The dataset also contains information which is very sensitive and may be related to such information as whether the social housing tenant has been in prison or probation or referred by a mental health institution.

On occasions, the Association uses third parties to either store personal information or process it on its behalf. Where we have these arrangements, there is always a contract, memorandum of understanding, information sharing protocol or data processing agreement in place to ensure that the other organisation(s) complies with data protection laws. All processors acting on our behalf only process your data in accordance with instructions from us and are obliged to comply fully with this privacy notice, the data protection laws, confidentiality and implement appropriate technical and organisational measures to ensure the security and confidentiality of your information.

Inquilab will not sell your information for direct marketing purposes. On occasions when we use your personal data for research into various topics and services, the data will be anonymized to avoid the identification of an individual, unless prior consent has been given for the use of the personal data.

Inquilab will not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement, a public interest, or a vital interest to do so. However, there may be times when we investigate a complaint about a service, that we may need to share personal data across the Association and with other relevant bodies (e.g. those we have commissioned to deliver services(s) on Inquilab's behalf or those we are in partnership with). You can obtain further information on:

- Information Sharing and Partnership Agreements we have with other organisations we work with to deliver our services
- Circumstances where we could pass personal data without your consent (eg. prevention or detection of crime / fraudulent activity, if there is a serious risk to the public, our staff or to other professionals, to protect a child, to protect adults who are thought to be at risk, for example if they are frail, confused or cannot understand what is happening to them or where there is a risk to you and the risk is sufficiently serious that the need to disclose your information is more important than protecting your confidentiality).

## 7. Safeguarding Measures

Inquilab takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data whether electronically or in paper format. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place. This includes measures such as Secure Socket Layer (SSL), Transport Layer Security (TLS), encryptions, filtering, restricted access, IT authentication, firewalls, anti-virus/malware etc. Your personal information will only be made available to those who have right to see it.

## 8. Transfers outside the EU

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data. The Association utilises some products or services (*or parts of them*) that may be hosted/stored in non-EU countries e.g. the US or a third country, which means that we may transfer any information which is submitted by you through the website outside the European Economic Area (“EEA (i.e.. website hosting, email servers, marketing database)”). Therefore, when you use Inquilab’s website/send an email/sign up to its newsletter etc. the personal information you submit may be stored on servers which are hosted in non-EU countries. Where data is transferred outside the EEA, then we will ensure that transfers will only be made to countries in respect of which the European Commission has made an “adequacy decision”, or otherwise will only be made with appropriate safeguards, such as the use of standard data protection clauses adopted or approved by the European Commission. You may contact us to enquire about such safeguards so that you may obtain a copy of them or so that we may direct you to them.

## 9. Legitimate Interests

As noted in the ‘*How We Use Your Personal Data*’ section of this notice, we occasionally process your personal information under the legitimate interests’ legal basis. Where this is the case, we have carried out a thorough Legitimate Interests’ Assessment (LIA) to ensure that we have weighed up your interests and any risk posed to you against our own interests, ensuring that they are proportionate and appropriate. We use the legitimate interests’ legal basis for processing, such as for our marketing and research, to carry out satisfaction surveys to help us monitor our performance, for business management and reporting purposes, to improve our services to our customers, and to send you communication about Inquilab, our initiatives, news, and information.

## 10. How long we keep your Data

We only ever retain personal information for as long as is necessary and we have retention policies in place to guide our retention of personal information in line with the National Federation of Housing guidelines to meet these obligations. Retention periods will differ depending on the processing reason we collected the information for and whether we are legally required to keep personal data for certain periods. For example, we are required under UK tax law to keep financial records for six years, plus current year for tax purposes as HMRC can challenge / investigate transactions that far back if they so desire. At the end of that period the records will be destroyed. Typically, we will keep the data for the life of a resident's tenancy with us and for six years after the tenancy ends; this is for legal reasons relating to, amongst other things, contracts and tax laws. Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent. Inquilab may retain information pursuant to the GDPR for archiving purposes, scientific or historic research purposes, or statistical purposes.

## 11. Special Category Data

Owing to the products and services Inquilab offers, we sometimes need to process sensitive personal information (*known as special category data*) about you, such as ethnic origin, sexual orientation, religious or philosophical beliefs, and health data.

Where we collect such information, we will only request and process the minimum necessary for the specified purpose such as for the purposes of equal opportunities monitoring. Data that is used is anonymized or used with your explicit consent, which can be withdrawn at any time.

You are free to decide whether you provide such data and there are no consequences of failing to do so. You can request for your data not to be processed for such at any time, which we will act on immediately, unless there is a legitimate or legal reason for not doing so.

## 12. Profiling & Automated Decision Making

Inquilab uses profiling techniques for internal analysis purposes only for the purposes of improving and managing business efficiencies and supporting tenants with managing their tenancies with us. This may include profiling techniques for assessing the likelihood of rent arrears to enable us to provide relevant support for tenants under our wider regulatory duty as a registered social landlord. Some elements of our recruitment process include automated decision making. For example, application forms received for job vacancies are automatically sifted on Rights to Work in the UK, and if answered 'No', this will stop the application process proceeding. If answered 'Yes', further sifting can take place on keywords outlined in the essential and desirable criteria required for the role. There may also be automated decision-making dependent on the requirements for the role; for example, a driving licence and use of a car may be required.

## 13. Cookie Notice

A '**cookie**' is a small piece of data sent from a website and stored on the user's computer by the user's web browser while the user is browsing. Cookies are widely used to enable websites to work intelligently when collecting information you have provided to the Data Controller so that the right personal information collected is attached to the individual who submitted it. You may delete and block cookies from Inquilab's website if you wish but please be aware that this could affect the functioning of our website and our efficiency in supporting any requests from you.

You can revoke any previously accepted cookies by clicking the following button and then refusing cookies in the cookie banner.

## 14. Visiting our Website

When someone visits Inquilab's website, we collect standard internet log-in information and details of visitor behaviour patterns, using Google analytics (see section "Third party cookies" on How we use Cookies). We do this to find out things such as the number of visitors to the various parts of the site.

We do not make any attempt to find out the identities of those visiting our websites. We will not associate any data gathered from our website with any personally identifying information from any source.

If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and we will explain what we intend to do with it.

## 15. Third Party Cookies

We sometimes embed video content and photos from websites such as YouTube and the embedded content may present cookies from these websites. Similarly, when you use one of the share buttons on our website, a cookie may be set by the service you have chosen to share content through.

You should check the relevant third-party website for more information about these cookies as this policy does not cover links to other websites.

## 16. Accepting Cookies

You can reject the use of cookies or delete existing cookies, but this may affect how the site functions and prevent the use of some websites. By rejecting / deleting cookies the next time you visit, the website will treat you as a new user and you may be asked to provide information that you have previously submitted.

## 17. Changes to our Privacy Policy

We will regularly review our privacy and cookie policy and any updates will appear on our webpage.

## 18. Links to other Websites

This Privacy Policy only applies to Inquilab's website(s) and does not cover the links within this site to other websites. If you link to other websites, you should read their own individual Privacy / Cookie Policies.

## 19. Lodging a Complaint

We only process your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however, you wish to raise a complaint regarding the processing of your personal data or are not satisfied with how we have handled your information or our response, you have the right to lodge a complaint with the supervisory authority, below:

Information Commissioner's Office  
Wycliffe House  
Water Lane,  
Wilmslow  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

Policy owner / Date of Review: Data Protection Officer/ August 2020
Approved By / Date of Approval: Executive Management Team/ September 2020
Effective Date: September 2020
Date of next review: August 2021