

Looking after your personal information



Privacy Notice

Swan Association Limited



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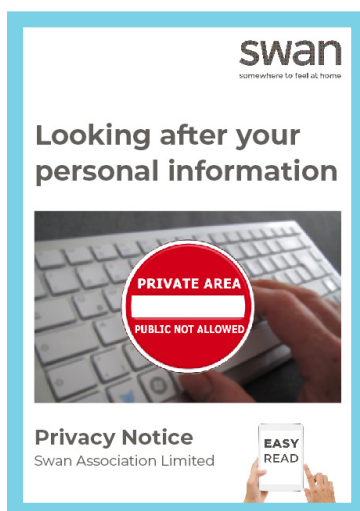
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Privacy notice



A **privacy notice** explains all about how an organisation deals with people's personal information.

The law says that organisations have to have a privacy notice.



This **Privacy Notice** tells you what happens when Swan deals with your personal information.

The personal information could be from:

- People who are applying for a home
- People who live in our homes
- People who use our services

What information do we have?

We may have:

Your name and date of birth.



A photo of you.



Information about other homes you have had.



Ways to contact you - like telephone numbers, email, and your address.



Information about your needs.
For example if you need
information in easy read.





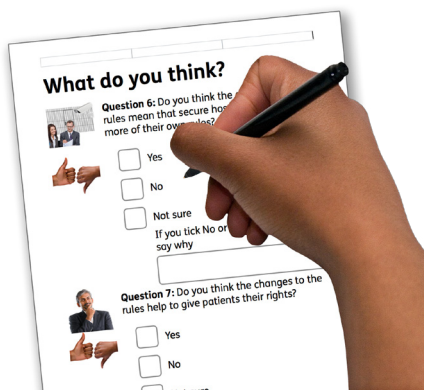
Information so that we can give you a good service. This might be reports of bad behaviour or complaints.



Information about other services that you have - like training or services that help you to get a job.



Information about the jobs you have had.



Information from surveys and questionnaires that you have completed for us.



We may record your telephone calls to help with training our staff.



We may have some video of you from our CCTV cameras.



CCTV stands for Closed Circuit Television. These are televisions that we may have in shared spaces inside or outside our buildings. We use CCTV to help to keep people safe.



Sensitive personal information

This is personal information that may not want us to share with other people. For example information about your health, your race, your religion or whether you are gay or straight.



We are only allowed to share this information if:

You have said that we can.



You can also change your mind and ask us to stop using your personal information.



We need to share it to keep you safe.



You have already told people.



If the law says that we must share it.

Why do we have your personal information?

We need to have your personal information to:

Give you a good home and good services.



Make sure your payments are all correct.



Make sure we keep your home in good condition.





Make sure that we keep to the tenancy agreement.



Do the things the law says we have to do.



Provide you with a support service if you need one.

swan
somewhere that home



We only keep your personal information while you are involved with us and for a short time afterwards.

Your rights

The right to see your information

You have the right to ask to see what information we have about you.



You have to do this by writing to us and giving us some ID. ID is proof of who you are. It could be a bank card, an official letter or a passport.

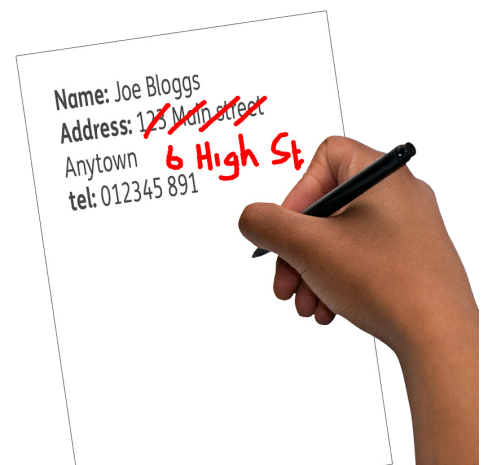


We will give you the information within one month.



The right to correct any wrong information

You can ask us to change any information that is wrong.





You should do this by:

Email: improvement@swan.org.uk

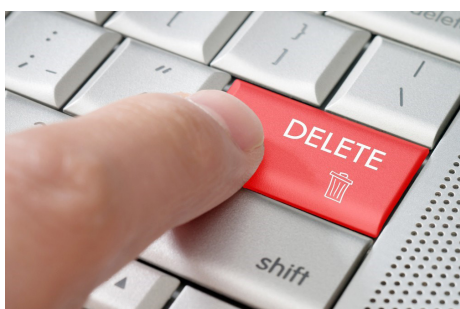


Post:

Pilgrim House High Street Billericay
Essex CM12 9XY



Telephone: 0300 3032500



The right to be forgotten. You can ask us to delete any personal information we have about you that we don't need anymore



The right to stop us using some information. You can ask us to stop using some of your information.



The right to complain. You have the right to complain about the way we are looking after your personal information.

You should firstly contact us at:

Data Protection Officer

**Pilgrim House, High Street
Billericay, Essex CM12 9XY**

Email: dpo@swan.org.uk

Phone: 0300 3032500



If you are not happy you can complain to the Government's Information Commissioner's Office:

Post:

Information Commissioner's Office

Wycliffe House

Water Lane Wilmslow

Cheshire SK9 5AF

Telephone: 0303 123 1113

Web: www.ico.org.uk



For more information

If you want more information please contact us at:



Data Protection Officer

**Pilgrim House
High Street Billericay
Essex CM12 9XY**



Email: dpo@swan.org.uk



Phone: 0300 3032500

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