

Privacy Notice

Introduction & Overview

1.1 Fair Community Housing Services Ltd (“the TMO”) is a data controller and consequently must process all personal information about data subjects in accordance with the General Data Protection Regulation 2016/679 (the "UK GDPR" post Britain leaving the European Union) and any other relevant data protection legislation, domestic or otherwise.

1.2 The TMO will collect, store, use and otherwise process personal information about the people with whom it interacts, who are the data subjects. This may include residents, members, employees, contractors, suppliers and other third parties.

1.3 The TMO processes personal information so that it can comply with its statutory obligations and achieve its objectives of delivery of housing services and property management.

1.4 Every data subject has a number of rights in relation to how the TMO processes their personal data. The TMO is committed to ensuring that it processes personal data properly and securely in accordance with the Data Protection Rules, as such commitment constitutes good governance and is important for achieving and maintaining the trust and confidence of data subjects. Therefore, the TMO will regularly review its procedures to ensure that they are adequate and up-to-date.

1.5 This privacy notice has therefore been produced to explain, as clearly as possible, how we process and use your personal data.

The Data Protection Principles

2.1 The TMO as the Data Controller is required to comply with the six data protection principles set out in the GDPR, which provide that personal data must be:

2.1.1 Processed fairly, lawfully and in a transparent manner;

2.1.2 Collected for specified, explicit and legitimate purposes and not further processed for other purposes incompatible with those purposes;

2.1.3 Adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed;

2.1.4 Accurate and, where necessary, kept up to date – every reasonable step must be taken to ensure that inaccurate personal data is erased or rectified without delay;

2.1.5 Kept in a form that permits identification of Data Subjects for no longer than is necessary for the purposes for which the personal data is processed; and

2.1.6 Processed in a way that ensures its security, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational security measures.

Who we are

3.1 We are Fair Community Housing Services Limited (“The TMO”), a Tenant Management Organisation with responsibility for housing services and property management services for seven estates within the London Borough of Southwark.

3.2 Our registered address is:

Horselydown Offices
2 Fair Street
London SE1 2XA.

What is Personal Information?

4.1 Personal information is any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

4.2 Certain types of personal information is categorised as ‘sensitive (special category) personal data’, this is information which relates to racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person’s sex life or sexual orientation shall be prohibited (save as permitted under the UK GDPR, where for example the data subject’s explicit consent has been obtained).

4.3 All special category data is processed with additional safeguards in place to ensure access is restricted to only those who need to have access.

Why we collect your personal information

4.1 The TMO collects personal information to enable us to meet our housing services and property management functions as delegated under the [Modular Management Agreement](#) this may include (but is not limited to) the management of homes, collection of rents and other sums, regulatory purposes, legal proceedings, equal opportunities monitoring, to meet health and safety requirements of our residents and staff, prevention and reduction of crime and research.

4.2 The TMO also works to help and support its residents who may be vulnerable, experiencing a crisis or who find themselves in financial difficulties. The collection of personal information from those who use our services is vital to enable us to effectively support residents.

How we collect and use your information

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5.1 You may provide personal information to us when you communicate with us or your image may be captured on CCTV when you visit our offices. You may communicate with us about your rent or service account, or when you make enquiries, or when you make any other contact in relation to yourself or when a member of our staff has initiated contact with you in relation to yourself, your account or for any other reason.

5.3 Whenever you communicate with us we may need to obtain personal details about you, to enable us to perform any actions that may be required as a result of the contact.

5.4 The TMO also collects information via satisfaction surveys for key areas of the services provided. We will only request personal information that is appropriate for our business functions, and you may refuse to provide information if you deem any request to be inappropriate. Please note - we may not be able to deliver the service required if you refuse to provide information that stops us doing so.

5.5 During your tenure we may also obtain your personal details from other organisations in connection with your property such as Southwark council, contractors and other third party agencies.

5.6 The TMO uses your personal information to improve the service we deliver, we may also use your information to communicate with you and provide services appropriate to your needs.

Who has access to your information?

6.1 The TMO staff can access your information to enable us to deliver and manage the services we provide. The access to your information is role-restricted, to those with an administrative role.

Disclosure and Sharing of information

7.1 We may share information with your landlord, Southwark Council, if there is legitimate reason to do this.

7.2 We may need to share your data with other organisations we work with or those who provide services on our behalf. These may include:

- Housing service contractors (including the buildings insurance provider, major works, repairs and heating contractors)
- IT software providers
- Auditors
- Independent ballot organisers of the five-yearly continuation ballot when residents and homeowners decide whether or not the TMO should continue to deliver housing management services or these should return to Southwark Council

7.3 Occasionally your information may be accessed by contracted IT providers. However, this will only be for reasons of technical support, and any viewing of the data will be incidental to this.

7.4 There are other specific situations where we may be required to disclose information about you, such as:

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- Where we are required to provide the information by law
- Where disclosing the information is required to prevent or detect a crime, including fraud
- Where disclosure is in the vital interests of the person concerned

Our website

8.1 Our website collects and stores only the following information that is automatically recognised: the date and time, the originating IP address, the type of browser and operating system used, the URL of the referring page, the object requested, and the completion status of the request. Visitors to our website remain anonymous as none of the data collected is linked to any personal information. The information only allows us to assess the popularity of the pages on the website, so that we can continually improve our site.

8.2 This site uses cookies. No personal information is stored or tracked. The cookies used are solely to aid the usability of the site by providing alternative styling such as large text and high contrast versions.

8.3 This site contains links to other sites. The TMO is not responsible for the privacy practices or the content of these sites, nor do we endorse any externally linked sites. This privacy statement does not cover links to other websites.

Your data protection rights

9.1 You have these rights in relation to your personal data:

- the right to be informed about the collection and use of your data
- the right to obtain access to your data
- the right to have any inaccurate or incomplete data rectified
- the right to have personal data erased in specific circumstances
- the right to restrict processing of data in specific circumstances
- the right to object to processing of your data in certain circumstances

9.2 Should you wish to exercise these rights, please email the Estate Manager at the TMO faircommunity@southwark.gov.uk or write to us at Horselydown Offices, 2 Fair Street, London SE1 2XA.

9.3 You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Officer at www.ico.org.uk or call 0303 1234 1113.

Subject Access Requests

10.1 Any Data Subject may exercise their rights as set out above (e.g. the right to obtain access to your data which the TMO holds about them, or the right to have Personal Data erased). Should you wish to exercise these rights, please email the Estate Manager at the TMO

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faircommunity@southwark.gov.uk or write to us at Horselydown Offices, 2 Fair Street, London SE1 2XA. Any and all such requests should immediately be referred to the Estate Manager.

10.2 A Subject Access Request may also be made via social media or verbally but must provide enough information to enable the TMO to identify the Data Subject and to comply with the request.

10.3 All Subject Access Requests will be dealt with by the TMO staff who receive a Subject Access Request (or anything they suspect could be a SAR) and must forward it immediately to the Estate Manager in order that such requests can be replied to within the strict deadlines set out in the Data Protection Rules (generally one month from the date of the request).

10.4 No fees will be charged for dealing with Subject Access Requests unless a request is considered to be manifestly unfounded, excessive or repetitive. Fees may be charged to provide additional copies of information previously provided. Where the TMO considers a request to be manifestly unfounded, excessive or repetitive, the TMO may lawfully refuse to respond and, if so, the Estate Manager will inform the Data Subject of this in writing within the one-month period.

Glossary

11.1 "Consent" of the "data subject" means any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.

11.2 "Controller" means a person, public authority, organisation or other body which determines the purposes for which, and the manner in which "Personal Data" is processed. A data "Controller" is responsible for complying with the Data Protection Rules and establishing practices and policies in line with them.

11.2 "Data Subject" means an identified or identifiable natural person. A data subject need not be a UK national or resident. All Data Subjects have legal rights in relation to their "Personal Data" and the information that the TMO holds about them.

11.3 "Personal Data" means any information relating to an identified or identifiable natural person ("data subject"); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

11.4 "Processing" means any activity that involves use of Personal Data. It includes obtaining, recording or holding the information or carrying out any operation or set of operations on it, including organising, amending, retrieving, using, disclosing, erasing or destroying it. Processing also includes transferring or disclosing "Personal Data" to third parties. A "Processor" means any person, public authority, organisation or other body that Processes "Personal data" on behalf of and on the instruction of the "Controller". Data Processors have a duty to protect the information they process by following the Data Protection Rules.

11.5 "Special Categories of Personal Data" (previously called sensitive personal data) means information about a person's racial or ethnic origin, political opinions, religious or similar beliefs, trade union membership, physical or mental health or condition or sexuality. It also includes genetic

and biometric data. Special Categories of Personal Data can only be processed under strict conditions and such processing will usually, although not always, require the explicit consent of the Data Subject.

More information

If you would like to know more about the information we hold, or the way we use it, please email the Estate Manager at the TMO faircommunity@southwark.gov.uk or write: Horselydown Offices, 2 Fair Street, London SE1 2XA.

Further information about data protection law and how it applies to you can be found on the [Information Commissioner's Office website](#).