



Spelthorne Rentstart Ltd – Privacy Notice

General Privacy Statement-Clients

This Privacy Statement applies to the use and processing of personal information collected by Spelthorne Rentstart. Personal Information is information, or any separate pieces of information, that could be used to identify you.

Spelthorne Rentstart assists individuals and childless couples on low incomes with housing services to access or sustain tenancies in the Private Rented Sector, Supported Housing and where relevant Social Housing.

By using Spelthorne Rentstart, you agree to the collection, use and sharing of your information in accordance with this Statement. Please read this Statement carefully and contact us on 01784 446 422 or email info@spelthornerentstart.org.uk should you have any questions in respect of the Statement or in respect of your personal data.

Information collected

To assist you with your housing need your full contact details will be collected, including:

- Name
- Telephone No.
- Email
- Address or C/o Address

Should you require support, an initial assessment will be conducted and potentially sensitive information will be requested e.g. health-related information or information related to any criminal convictions that you may have. At the assessment stage, you will be asked to confirm that you consent to Spelthorne Rentstart securely holding this information by signing the registration form. Should you wish to decline to answer any of the questions, you have the right to do so; however, this may affect the services we are able to offer you.

How the information is used

- To enable us to supply you with the housing services and information which you have requested;
- To undertake and perform our obligations and duties to you in accordance with the terms of our contract with you;
- To perform any obligations we have under contract with donors/funders or third-party service providers;
- To comply with any legal duties;
- To administer, support and develop the services we offer;
- To contact you in order to inform you of any changes to our services which may affect you;
- For marketing/internal research purposes (information used for this purpose will be anonymised);
- To demonstrate the impact of our services e.g. via case studies. Any case study information will always be on an anonymised basis, unless we seek further explicit consent from you to use your information; and
- For all other purposes consistent with the proper performance of our operations and charitable activities.

Information Sharing

The information that you give us is confidential. However, to offer you the best possible service based on your needs, we may need to disclose your information to external agencies e.g. to make referrals on your behalf to relevant support providers and organisations, to assist you to secure and maintain a tenancy etc.

We work with the following organisations with whom information may be shared:

- Housing Options
- Housing Benefits
- Department for Works and Pensions/Jobcentre Plus
- Social Services and related agencies
- Other departments connected with the Council

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- NHS
- Citizens Advice Bureau
- Transform Housing
- LookAhead
- Estate Agents
- Foodbanks (only if requested)

This list is not exhaustive, and if there are other agencies we need to speak with we will advise you who they are. Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your permission.

Security

We take the issue of the security of your data very seriously and have measures in place to protect our paper records and our electronic database. However, we are unable to guarantee the security of any data that you send to us and you do so at your own risk.

Cookies

Spelthorne Rentstart may use cookies on our website or social media to evaluate how they are used, to personalise your experience and to provide marketing. A cookie is a small file placed on your device when you visit a site that can be understood by the site that issued the cookie. You can accept or decline cookies through your browser settings.

Personal Information Retention Period

Spelthorne Rentstart will hold your personal information for the following periods:

- 6 years from last contact;
- If provided with a deposit bond, 6 years from the end of the tenancy;
- If you are assisted with a deposit bond and money is owed to either the Landlord or Spelthorne Rentstart, Spelthorne Rentstart, reserve the right to retain your records in perpetuity, as a record of the debt that is owed to Spelthorne Rentstart; or
- A longer period, if it is required or permitted by law.

Your Rights

At any time, you have the right to:

- Request confirmation as to whether or not Spelthorne Rentstart hold your personal data and if we do, to ask for a copy of the information held about you;
- Require correction of any inaccuracies in the information held about you;
- Request deletion of personal data held about you (this does not apply where there is a lawful reason to continue to hold the data);

If you would like to exercise any of your rights please contact the office in the first instance at info@spelthornerentstart.org.uk (Please be aware that in any request, you may need to provide information to verify your identity).

Complaints

Should you wish to complain about the use of your information, please contact the office on info@spelthornerentstart.org.uk to resolve this matter in the first instance.

If you would like a copy of the data held on you or require that the information is updated please make contact on 01784 446 422 or email info@spelthornerentstart.org.uk

To view this document online, please visit www.spelthornerentstart.org.uk