

General Data Protection Regulation

Consent Form

By signing this consent form, I agree to The Housing and Community Association (HCA) using the personal information supplied in the Application Form to access my eligibility for housing with the HCA.

I freely give consent to the processing of the personal information contained in the Application Form.

I also acknowledge receipt of the Privacy Notice which I confirm that I have read and understood.

I confirm that prior to signing this Consent Form I was informed of my right to withdraw my consent at any time.

Signed

Signed
(Joint Applicant)

Date

PROCEDURE FOR ACCESS TO INFORMATION (Information for residents and applicants)

1. The Housing and Community Association (HCA) complies with the rights of tenants, former tenants, applicants and former applicants for housing to have access to information held on them. This right is contained within Article 15 (Right of Access by the data subject) of the General Data Protection Regulation.
2. HCA will be as open and helpful as possible and will respond to requests for information without undue delay.
3. Current and former applicants for housing and current and former tenants will be allowed access to personal information relating to themselves. Information held on computer and information held on file will be made available. Joint applicants and joint tenants will have the same right but will not be given information about each other.
4. Requesting a copy of personal information that we hold about you is known as a 'subject access request' (SAR). SARs need to be made in writing (we have a subject access form you can use for this purpose). We have one calendar month within which to provide you with the information you've asked for (although we will try to provide this to you as promptly as possible).
5. A data subject can request a copy of all personal information we hold, including special categories of personal data. In responding to the request, we must also provide them with the following information:
 - a) The purposes of the processing; and
 - b) The categories of personal data concerned; and
 - c) The receipts or categories of receipt to whom the personal data have been or will be disclosed; and
 - d) Where possible, the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period; and
 - e) The existence of the right to request from Soho rectification or erasure of personal data or restriction of processing or to object to such processing;
 - f) The right to lodge a complaint with the ICO; and
 - g) Where the personal data is not collected from the data subject, any available information as to their source; and
 - h) The existence of automated decision-making, including profiling, and in those cases, meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the data subject.
6. Access to information will be provided, on provision of proof of identity, either
 - i) in person, at the office by prior appointment or

- ii) by post, in which case copies will be provided within one month of receipt of written request.

7. Acceptable forms of identity will include passport, driving licence and utility bill containing your name and address. We may also ask for your National Insurance number and date of birth as verification.

8. When information is requested HCA will state whether it is held and if so whether it can be made available under HCA's confidentiality policy.

9. Where access is refused, or restricted HCA will state the exemptions concerned.

10. In all cases copies of the request and copies of the information and data supplied will be retained by HCA in case of challenge.

11. HCA will correct or erase any information which it is satisfied is inaccurate. The document will be marked accordingly and copied to the tenant or applicant. An individual may also request from the controller (i.e. HCA) rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to object to such processing.

12. Access will not be given to information about possible action or proposals by the association concerning an individual, for example action concerning arrears of rent or other breaches of tenancy conditions.

13. Information supplied to HCA by third parties or outside bodies, such as housing departments or social services, will only be made available with the explicit agreement of the person or organisation that supplied it. Consent to disclose such information will be sought within 14 days of receiving a request from a tenant or applicant.

14. HCA will not make available information that:

- identifies someone who has not consented to the disclosure;
- concerns an individual's health, for example from a doctor, and may cause harm;
- is held for the purposes of crime prevention;
- is subject to legal professional privilege.

15. HCA will make no charge for providing access to information as described in this procedure. However, if a request is manifestly unfounded or excessive, particularly if it is repetitive, HCA may charge a reasonable fee based on the administrative cost of providing the information. HCA may also charge a reasonable fee to comply with requests for further copies of the same information. The Government can set a limit on these fees. At present no fee limit has been set.

16. Where tenants, former tenants, applicants or former applicants are dissatisfied with a decision to withhold information, or not to amend existing records, they may make a formal complaint to HCA or the Information Commissioner's Office (ICO).

17. HCA will take all possible steps to provide equal opportunities for all people. HCA is opposed to discrimination on any grounds, including race, religion, gender, marital status, sexual orientation, disability, age or other unjustifiable criteria.