



Privacy Notice

Summary

This Privacy Notice is a public document available to anyone and applies to service users of Framework Housing Association to explain how the organisation collects and processes personal information in order to conduct normal business activities as a UK charitable supported housing association. We are a Registered Provider of Social Housing (RP) regulated by the Regulator of Social Housing. Normal activities can be summarised as:

1. Providing housing related support.
2. Property and grounds maintenance and repair.
3. Managing your housing, tenancy/licence and account as your landlord.
4. Providing treatment and care services
5. Providing welfare and benefits advice.
6. Provision of education, training and employment services

Who we are

We are Framework Housing Association and we are the Data Controller whose head office is located at Val Roberts House, 25 Gregory Boulevard, Nottingham, NG7 6NX. Telephone number 0115 8417711. The organisational Data Protection Officer can be contacted at DPO@frameworkha.org

How we collect your information

Framework Housing Association collects information about you via a variety of sources, including when you are referred to one of our services, complete one of our forms, when you call, write, email or meet with us or respond to a survey. We may collect information when you use our social media sites or websites.

We operate CCTV systems at a number of Framework premises for the detection and prevention of crime. It operates continuously and recordings are held for one month.

We may receive information about you from other organisations including;

- Your local authority,
- Benefits office,
- Health,
- Criminal justice,
- Welfare or support organisations dealing with you.
- Any other information necessary to determine eligibility for our services

What information we collect about you

The information we require from you, and which is classed as personal information, includes;

- Next of Kin
- Full name (and proof of your identity / photo ID)
- Date of birth
- National Insurance number



- Contact details (phone, email or correspondence address) ☐ Details of anyone authorised to act on your behalf, if applicable.
- Basic details (name and Date of birth) of all household members

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- Banking details if you pay any rent or service charges via direct debit ☐ Card details if you pay via card (however card details are not stored).

In addition to the information above, in order to provide you with relevant support and/or treatment, we may also gather more sensitive information relating to;

- Your support needs. We use this information to provide you with the most appropriate support.
- Health information
- race;
- ethnic origin;
- religion;
- sex life; or
- Sexual orientation.

This information is classed as special category data and requires its own lawful basis for processing.

If you do not provide the information we need then we may not be able to provide services to you

What processing we do with the information collected

The information we require from you is used to manage your support and/or treatment as well as manage your tenancy or license agreement.

The processing activities we conduct can be summarised as;

- Managing your account charges & payments
- Managing the repairs and maintenance of our properties
- Ensuring tenancy or license agreement conditions are complied with, such as dealing with anti-social behaviour
- Managing your support and/or treatment
- Complying with relevant legislation and regulation

Framework Housing Association conducts statistical analysis to evaluate our performance against benchmarks and to demonstrate to our service commissioners that we are meeting agreed targets. Statistical information is always anonymised.

Framework Housing Association conducts surveys regularly and periodically relating to our services in order to gauge satisfaction and to make improvements based on feedback.

Framework Housing Association operates a range of information and communications systems and technologies for efficient operation of the organisation. Personal and sensitive information is stored and managed within those systems which are maintained to achieve a high level of Confidentiality, Integrity and Availability.



We hold information in IT systems which may be copied for testing, backup, archiving and disaster recovery purposes. All data is held within the UK.

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Children's information

Where our support services are for young people, we collect the following information;

- Next of kin
- Date of Birth
- Name
- NI number
- Social worker or leaving care worker name
- Details of agencies involved in their support
- Support needs
- Risks and the management of them
- Telephone numbers for the young people
- We do keep information on babies such as inoculation dates etc
- We do keep minutes of meetings with social care
- Notes about the health/welfare of babies

Property Information

We do not consider property information used in conjunction with the property address to be your personal information, e.g. the age of the kitchen, results from property surveys etc.

However, as soon as your name, contact details or other personal is used in conjunction with a property, such as to complete a property repair visit, then this is treated as personal information.

Lawful basis for processing

Our lawful basis for processing personal information is for legitimate interests, in order to provide you with relevant support and/or treatment. Our lawful basis for processing special category data is for the provision of health or social care or treatment, in order to provide you with relevant support and/or treatment.

How we will communicate with you

Framework Housing Association needs to communicate with our service users and this will usually be in writing or by telephone or face to face.

Who we share data with and how long we keep information

We may need to share personal information with government departments, local authorities and support agencies, with our regulator and auditors or with other organisations and agencies where we are legally obliged to do so.



Information relating to a tenancy or license agreement will be kept for as long as the agreement is active or where money is owed on the account, and for a period not exceeding five years afterwards. The basic history of who held a tenancy or license at which property and when will be held forever.

What we will not do

We will not send you unsolicited marketing material

We will not sell your data to third parties

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We will not pass your personal data to unrelated third parties unless we are allowed or required to do so by law or we have your explicit permission to do so.

We will not transfer or store your personal data outside of the UK outside of the UK / European regulations.

Your rights

In relation to your personal data, you also have the right to:

1. Have inaccurate information corrected:

If you believe we hold inaccurate or missing information, please let us know and we will correct it subject to evidence to prove error.

2. Object to our use of it:

- o General objection - We will then consider your objection to our use of your personal data. If on balance, your rights outweigh our interests in using your personal data, then we will at your request either restrict our use of it (see section 3 below) or delete it (see section 4 below).

3. Restrict our use of it:

There are several situations when you can restrict our use of your personal data, this includes (but is not limited to):

- o You have successfully made a general objection o You are challenging the accuracy of the personal data we hold.

4. Request to delete it (Erasure):

There are several situations when you can have us delete your personal data, this includes (but is not limited to):

- o We no longer need to keep your personal data;
- o You have successfully made a general objection
- o You have withdrawn your consent to us using your personal data (and we do not have any other grounds to use it);
- o We have unlawfully processed your personal data.



5. Complain to the regulator:

We'd like the chance to resolve any complaints you have, however you also have the right to complain to the UK data protection regulator (the "ICO") about how we have used your personal data.

Their website is <https://ico.org.uk/your-data-matters/raising-concerns/>.

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Their website also contains useful information about your privacy rights <https://ico.org.uk/for-organisations/resources-and-support/your-data-matters>

You have the right to request a copy of the data we hold about you. Please contact our Data Protection Officer at DPO@frameworkha.org if you wish to request access to any of your personal data and we will always endeavour to answer your questions.

We will not normally make a charge for this and will respond within 30 days of receiving your request.

It will always help if you can be specific about what personal data you want to see, what it relates to and within what timeframe as that will assist in our search.

You have the right to correct the information we hold. Please advise us of any changes or corrections by contacting our data Protection Officer

Our Data protection Officer (DPO) is Simon Kane.
The email to contact our DPO is DPO@frameworkha.org

[Alternatively you can write to](#)

[Simon Kane](#)
[Data Protection](#)
[Framework](#)
[Val Roberts House](#)
[25 Gregory Boulevard](#)
[Nottingham](#)
[NG7 6NX](#)