

# Personal Information Advice Note

How English Rural Housing Association treats your personal information and how to request that information – (Privacy Notice)

## Your privacy

When we ask you for personal information, we promise to:

- make sure you know why we need it
- only ask for what we need, and not to collect too much or irrelevant information
- protect your information and hold it securely
- let you know if we share it with other organisations, and whether you can say no
- make sure we don't keep it longer than necessary
- not make it available for commercial use without your permission, unless we are required to make it publicly available on a public document

In return, we ask you to:

- give us accurate information
- tell us as soon as possible if there are any changes to your personal details

This helps us to keep your information reliable and up-to-date.

## Types and Use of Personal Information

- Tenants and other members of the tenant's household, the information is *used for the purposes of the contractual relationship between the tenant and English Rural as landlord.*
- Applicants and members of households who are interested in, or seeking housing accommodation or related services from the Association *for the purposes of assessing their housing requirements;*
- Members of staff, including former staff and prospective members of staff *for the purposes of the employer/employee contractual relationship and compliance with relevant legislation and regulations;*
- Board Members, both current and prospective *for the purposes of recruitment, succession planning and regulatory requirements;*
- People with whom the Association is working *to provide, maintain, promote rural affordable housing;*
- People who may be *invited to events such as openings (with their written consent).*

## **Make a subject access request**

If you'd like to make a subject access request for your personal information you should write to:

Data Protection Officer  
English Rural Housing Association  
7A Strutton Ground  
London  
SW1P 2HY

The Association does not normally charge a fee for a subject access request, but may do so if there are particular complexities or unusual requirements which lead to additional work. You must give us enough information to find the data and you may have to provide valid proof of identity.

We do not release personal information to third parties without your written consent.

If you're unhappy with our response, you can contact the [Information Commissioner's Office](#). The Information Commissioner is the independent body responsible for making sure the FOI and EIR are followed.