

Privacy Notice – Getting to Know You Form

At Tantum, we are committed to protecting your personal information and being transparent about how we use it. This privacy notice explains how we collect, use, and store the information you provide in the "Getting to Know You" form.

1. Why We Collect Your Information

We collect your information to:

- Ensure our services are inclusive and meet the needs of all residents.
- Fulfil our obligations to the **Regulator of Social Housing**, which requires us to collect and report on equality, diversity, and inclusion (EDI) data under the **Tenant Satisfaction Measures Standard**.
- Improve communication and tailor our services to better support you.
- Monitor and promote fairness, equality, and accessibility across our services.

Here's a breakdown of the **specific purposes** for collecting each of the key data types in the "Getting to Know You" form:

1.1 Contact Details

Examples: Phone number, email address, preferred communication method

Purpose:

- To enable timely and effective communication with you regarding your tenancy, services, and support.
 - To ensure we can contact you in your preferred format, improving accessibility and responsiveness.
 - To provide updates, appointment reminders, and important notices related to your housing.
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1.2. Health Information

Examples: Long-term health conditions, disabilities, how they affect daily life

Purpose:

- To identify any reasonable adjustments needed to support your wellbeing and access to services.
- To ensure your home environment is safe and suitable for your health needs.
- To comply with our legal obligations under the Equality Act 2010 to prevent discrimination and promote inclusion.

1.3 Ethnicity Data

Examples: Ethnic background, cultural identity

Purpose:

- To monitor and promote equality, diversity, and inclusion across our services.
- To meet regulatory requirements from the Regulator of Social Housing for reporting on tenant demographics.
- To identify and address any disparities in service delivery or outcomes among different ethnic groups.

2. What Information We Collect

We collect the following types of information:

- **Contact Details** (e.g., phone number, email address, preferred communication method) – *mandatory* for communication purposes.
- **Communication Needs** (e.g., large print, translation, interpreter) – *voluntary*, to support accessibility.
- **Personal Details:**
 - Date of birth
 - Gender identity
 - Employment status
 - Ethnic background – *voluntary*, for equality monitoring.
- **Health and Disability Information:**
 - Long-term health conditions
 - Disabilities and how they affect daily life – *voluntary*, to support reasonable adjustments.

Note: Health and ethnicity data are considered **special category data** under data protection law and are subject to enhanced protection.

3. How We Use Your Information

Each type of data is used for specific purposes:

- **Contact Details:** To communicate with you effectively and in your preferred format.
- **Communication Needs:** To ensure accessible communication and support.
- **Personal and Equality Data:** To understand the demographics of our residents and meet regulatory reporting requirements.

- **Health and Disability Data:** To make reasonable adjustments and improve service accessibility.

We do **not** use your data for automated decision-making.

4. Legal Basis for Processing

We process your data under the following lawful bases:

- **Legal Obligation:** To comply with regulatory requirements (e.g., Regulator of Social Housing).
 - **Public Task:** To carry out our duties as a social housing provider.
 - **Legitimate Interests:** To improve our services and ensure inclusivity.
 - **Substantial Public Interest:** For processing special category data (e.g., health and ethnicity) under Article 9 of the UK GDPR.
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5. Who We Share Your Information With

Your information may be shared with:

- **Internal Teams** at Tuntum for service delivery and monitoring.
- **Regulatory Bodies** such as the **Regulator of Social Housing** and the **Housing Ombudsman**.
- **Third-Party Service Providers** (e.g., translation services, IT support) under strict data protection agreements. **CX-Feedback by Target Applications** Ltd is a cloud-based, digital, tenant survey and engagement tool.

Special category data is only shared where necessary and with enhanced safeguards, including encryption and access controls.

6. How We Store Your Information

Your data is stored securely in line with our **Data Security Policy**. We use:

- Role-based access controls to limit who can view different types of data.
 - Encryption and secure servers for storing special category data.
 - Regular staff training on data protection and confidentiality.
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7. How Long We Keep Your Information

- **Contact Details:** Retained for the duration of your tenancy plus **seven years**.
- **Equality Monitoring Data:** Retained for **six years** for regulatory reporting.

- **Health and Disability Data:** Retained as long as needed to support reasonable adjustments.
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8. Your Rights

You have the right to:


- **Access** your personal data.
- **Correct** inaccurate or incomplete data.
- **Request Deletion** of your data in certain circumstances.
- **Restrict or Object** to processing.
- **Withdraw Consent** (where applicable).
- **Data Portability** – request your data in a usable format.

To exercise your rights, contact:

Data Privacy Officer

Tuntum Housing Association

 dataprotection@tuntum.co.uk

 0115 9166066

We will respond within **one month** of receiving your request.

You can also contact the **Information Commissioner's Office (ICO)** at www.ico.org.uk if you are unhappy with how we handle your data.