

Your Privacy with Wellhouse: What information do we hold about our customers and how will Wellhouse use this information to communicate with you?

What information do we collect about our customers?

We collect information in a variety of ways on various forms and through our ongoing contact with you.

If you provide us with personal information relating to members of your family or your associates we will assume that you do so with their knowledge and their consent to the collection and processing of the information. It is important that you notify us of any changes to your personal information.

What customers do we collect personal information about?

We collect information about current, former and potential customers, who live in our properties or access our other services, and could also include their family and people associated with them.

What information do we collect and why?

We will collect, process, share and securely store personal information in compliance with the Data Protection Act 1998. We keep these records to allow us to make allocations, manage tenancies, receive rent and service charges, ensure bills and benefits are accurate and paid accordingly, provide a repairs and maintenance service, offer help with debts and benefits, provide support services (through partners) which help customers achieve their goals, prevent and detect crime and resolve disputes, promote safety and the quiet enjoyment of our neighbourhoods and communities, engage with customers and make improvements to our products and services, promote equal opportunities and fair treatment for all colleagues and customers, provide employment and training advice and opportunities.

How do we share the information we collect about you?

Your personal information will be kept secure and confidential. Usually we will not disclose personal data without consent but we may share information with contractors or third parties and other agencies we work with, including Local Authorities, Social Work, Police, other social landlords and other agencies when Wellhouse believes it is in your or the public's interest to do so, or as required by law.

In particular, please be aware:

- Current or forwarding addresses may be shared with utility companies and Council Tax offices to ensure billing details are correct.
- If you default upon any tenancy, information about you may be provided to authorised debt recovery agencies, to enable them to recover the debt. This may affect future applications for tenancies, credit and insurance.
- We may discuss your financial situation, rent payments (including any arrears) and any claims made for welfare benefits with; an external debt advice agency, Welfare rights

advisor, the housing benefit department or the local authorities housing advice and homeless prevention team to make sure that benefits are paid correctly.

What about sensitive information about me or my household?

Under the Data Protection Act certain personal information is classified as “sensitive.” Sensitive data is information relating to physical or mental health, sex life, religious or philosophical beliefs, political opinions, membership of a Trade Union, allegations of criminal offences and criminal convictions and offences.

We minimise our holding and use of sensitive categories of personal information but, given the services we provide, there are times when we use it, for example when providing accommodation for disabled persons or those with problems around substance abuse, when resolving neighbourhood disputes involving alleged criminal activity or when helping someone to access care services.

When we collect specific sensitive data we will notify you of how we will use it, including who it may be shared with.

What do you use the customer app*, my mobile number and email address for?

Many of our customers have downloaded our customer app (*not available yet: under construction) and/or given us their mobile number and/or email address. As we move to communicating with our customers by electronic means to provide a quicker and more efficient service to our customers it is important that you know how we will use these methods. If you have downloaded the app or provided your mobile number/email address to us please read the important information below:

- **What will we do with information you provide through the customer app including your phone number or email address?** We will not pass this on to a third party without your permission. We will use your mobile number or email address to contact you with information about any account you have with Wellhouse (rent, factoring, rechargeable accounts etc.) or other personal information about your tenancy or account with us.
- **What if I don't want Wellhouse to use my mobile number or email address to communicate personal information about my tenancy or account to me?** If you do not want to use the mobile number or email address that you have given us for these purposes you must contact us to tell us this. We will then ensure that neither is used by Wellhouse for this purpose. A flag on our systems will be set to prevent this happening