

Data protection

- Why we hold personal data
- How we use it
- Your right to information

Call Solon
0117 924 4071

Why we hold personal data

We hold and process personal information to help us deliver a good service to you. We use data to help us meet the needs of residents and perform well.

For example, your personal data is used if you ask to move home or to have adaptations made to your home. This information may include sensitive personal data that you have agreed can be given to us by a doctor or social worker.

How we use personal data

Our responsibility

Solon must comply with certain principles about how we use your personal information. These are designed to protect residents.

- Data must be used fairly and lawfully and only for specific purposes.
- Data must be accurate and relevant. We must not hold too much information.
- Data must only be kept by us for as long as it is needed.
- We must protect the data against accidental loss and we must not allow it to be used by anyone who is not authorised.

We notify the Information Commissioner about how we use your data. Find out more at:

www.informationcommissioner.gov.uk

Who sees the data?

In general, only Solon staff see your data. In certain circumstances we may need to disclose your personal information to other organisations. For example, we may be required to give information to a legal adviser, the local authority or the police.

When we share data, we do our best to make sure that it is kept secure and is used properly. If the data is sensitive, generally we tell you we are going to share it. Sometimes we have the right to disclose data without your consent.

When do we disclose data?

- When your home needs a repair, we give your contact details to the contractor so that they can get in touch with you direct. We do this for all repairs and gas servicing.
- Once you have agreed your tenancy, we may give your contact details to gas, electric and other utility companies.
- If you are in arrears and leave without paying or arranging to pay, we may give your details to a tracing or debt collection agent to help us recover the money owed.
- We will provide a reference for you to a letting agent. (We will check with you first.)
- We disclose data if we have a legal duty to do so or it is necessary to help prevent or detect a crime or anti-social behaviour. We will disclose data to agencies such as Social Services, medical practitioners and the police where necessary to protect the well-being of any adult or child.

What are your rights?

By law you have a right to access personal data we hold about you. Contact us for details. You will need to show proof of identity and pay a small charge for this service. If you find that the data is incorrect, tell us.

Please note that we can restrict some of the data we give to you if it would disclose personal information about another individual.

Solon holds personal information about you and other members of your household. We must use this data properly and in ways that you understand.

What is personal data?

Personal data is any information about an individual that helps to identify who that person is. The data can be held on a computer or in another organised filing system. When we hold, use or delete this type of information, it is called 'processing' the data.

Sensitive personal data is information about a person that may be more sensitive. This can include data on physical or mental health, specific needs, race or ethnic origin, religious beliefs, sexuality or criminal offences.

Most of the information we hold about you is because you are a resident and we have a tenancy agreement or licence with you. Usually you have given the information to us.

Want to know more?

Contact Solon for a copy of our full data protection policy and procedures. Call 0117 924 4071.

By law you have the right to know what personal data we hold about you. Ask us if you would like to find out more.

You can ask for our leaflets in large print, braille, audio or on computer disc. Call 0117 924 4071



Translations

If English is not your first language
and you need a translation,
we can get one for you.

ALBANIAN

Nëse anglishtja nuk është gjuha juaj amtare dhe keni nevojë për një përkthim, ne mund t'ua sigurojmë atë.

BENGALI

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

CHINESE

如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。

GUJARATI

જો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

HINDI

यदि अँग्रेज़ी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आपको प्रदान कर सकते हैं

KURDISH

Heke îngilîzî zimanê we yê yekem nîne û pêwîstiya we bi wergêr heye, em dikarin yekî ji we re bibînin

POLISH

Jeżeli język angielski nie jest Twoim językiem ojczystym i wymagasz tłumaczenia, możemy to zapewnić.

PORTUGUESE

Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

PUNJABI

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਬਾਸ਼ੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

SOMALI

Haddii Ingiriisku aanu ahayn afkaaga kowaad oo aad u baahan tahay turjumaad, annagaa kuu samayn kara.

URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے فراہم کر سکتے ہیں۔

VIETNAMESE

Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.



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INVESTOR IN PEOPLE



business for neighbourhoods

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