

# Resident Summary

# Confidentiality and access to information

Version: 10/2007

## Introduction

---

We are committed to protecting your right to confidentiality and privacy. This summary tells you how we hold your information and how you can access it. If you have any questions about anything in this summary, please contact the Service Centre on 0300 303 1771.

## Will you keep my information confidential?

---

We will treat all your personal information sensitively, and ensure that we comply with Data Protection principles where they apply. We will follow these guidelines when handling your personal information:

- storing personal information in secure filing cabinets;
- ensuring computer records are kept securely;
- only working with companies who will keep your information confidential;
- destroying confidential information before discarding; and
- carrying out interviews and conversations about private, confidential and or contentious issues in private.

We will not share your personal information unless:

- it is to do with managing your tenancy or lease, for example, if we are helping you to claim Housing Benefit;
- the law says we must, for example, we have to tell the local authority who is liable for Council Tax; or
- you give us permission.

## Information we hold

---

We keep files on your tenancy or lease that include personal details about you and your household.

This information helps us to deliver the services you need and carry out our job as your landlord. For example, we use this information to order your repairs, support your benefit claim and collect your rent.

## What information can I access?

---

You have the right to access any information we keep about you on file or on computer. However, you will not be able to see information that might cause harm to yourself or others, or relates to a third party, unless they have given their consent. We may also withhold information to assist in legal action or criminal investigations.

## How can I access information?

---

If you require specific information, then we can provide this information within 10 working days and without charge. However, if you want to see all the information we hold on you on our systems this is called a 'data access request', we may charge you £10 in advance for providing this information and we have 40 days to provide the information.

If you would like to request information, contact the Service Centre on 0300 303 1771. Isle of Wight region residents should call 0300 303 1772. Please make it clear what information you require. We will contact you to acknowledge the request and arrange a suitable way for you to view the information, whether by appointment at our offices or by posting a print-out of all information to you.

## Can I change the information you hold?

---

If you think the information or details on our records are wrong, you can ask us to change or remove them. If we disagree with your request, you can ask us to make a note on your file.

# Resident Summary: Confidentiality and access to information

## Further information

---

If you would like any more information on this or any of our other policies please contact us using the details on the next page.

Owner of the version: PST

Date of next review: TBC

---

## Contact us

If you live anywhere in the UK except the Isle of Wight, phone us on **0300 303 1771**

If you live on the Isle of Wight, phone us on **0300 303 1772**

### All residents

**Service Centre** opening hours  
8am to 8pm, Monday to Friday

Email us at

[servicecentre@shgroup.org.uk](mailto:servicecentre@shgroup.org.uk)

Write to us at **Service Centre,**  
**Southern Housing Group,**  
**PO Box 643, Horsham RH12 1XJ**

Visit our website at

[www.shgroup.org.uk](http://www.shgroup.org.uk)

For help with translations, or if a large type, Braille or audio summary would be useful, please contact the Service Centre.

### Arabic

لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.

### Bengali

অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

### French

Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 0300 303 1771.

### Somali

Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 0300 303 1771.

### Spanish

Si necesita que le ayudemos con alguna traducción, llámenos al 0300 303 1771.

### Turkish

Tercüme konusunda yardım için 0300 303 1683 'den Hizmet Merkezi'ni arayın.