
Requesting Your Personal Information

Under the Data Protection Act 1998 (DPA), you have the right to request information about the personal information we may hold about you. This is commonly known as 'subject access'. You can ask for this information by submitting a written request or by using our handy 'subject access request' form attached.

A copy of this form has been included in this helpsheet to make this process clear and straightforward for you.

What is Personal Data?

Personal data is data about a living person who can be identified –

- a) From the data. For example, by their name and address
- b) From the data and other information which is in the possession of, or is likely to come into the possession of, Hanover. For example, Hanover may just be sending address information, but the third party may be able to link that data to an individual with data they already hold.

How Do We Collect Information About You?

You may provide us with information when you communicate with us whether in writing, by telephone, email, in person or by other means. Sometimes individuals or other organisations such as external agencies, local authorities or previous landlords will give us your personal details.

We only collect information necessary and appropriate for our business needs.

Keeping Our Records Accurate

We are committed to keeping our records of your personal information accurate.

Please keep us informed whenever any changes happen or if you see that we have made a mistake. We may ask you to put any notification in writing. We may also need to see supporting documents depending on the nature of the change to be made.

What Do We Use Your Information For?

- To assess and prioritise your application for housing before you are offered a Hanover property
- To enable us to fulfil our responsibilities as your Landlord and if applicable to help arrange, or provide, care and support services
- To supply statistical information to organisations which regulate us
- To make sure we to comply with our legal and regulatory obligations
- To help us to check that our Equal Opportunities Policy is effective

Who Can We Pass Your Information On To?

Information will only be used within Hanover for the reasons above. We may also need to pass information you give us to contractors and agents to enable them to deliver a service or to arrange repairs and maintenance. The information we pass to contractors and agents will be the minimum necessary for them to carry out a task. For example, they may need your telephone number in order to arrange a convenient time to carry out a repair with you. We will not pass your information to others for any other purpose unless:

- You agree
- We are required to by law
- We have to in order to protect our rights
- We have to in order to protect your vital interests. (For example, where it is critical to the protection of your life)

If you if you wish to be provided with a copy of the Personal Data we hold about you please complete the form provided or send a request in writing and return to:

The Data Manager, Hanover Housing Association, Nelson House, Alington Road, St Neots, Cambridgeshire, PE19 6RE

Personal Information Request Form

In accordance with the Data Protection Act 1998 please supply me with details of the Personal Data you hold about me.

To enable us to respond efficiently to your request, please complete the sections below and return to the address at the bottom of the form

Full Name of subject			
Address:			
Postcode		Date of Birth	
Telephone Number		Email Address	
Currently a Resident Yes/No		If no – please provide details of Hanover address below:	
Previous Hanover Address:			
Date occupancy terminated			
Name of any Joint occupant			
To help us meet your requirements, please provide details of the information you would like to be supplied:			

Data Subject Declaration			
I confirm I have read and understood the helpsheet and the information requested is solely about myself (the data subject)			
Signed			
Date of Request			
This section is to be completed ONLY where you are acting on behalf of the data subject, for example as a Power of Attorney			
I confirm that I have read and understood the helpsheet. I am acting on behalf of the data subject and have submitted proof of my identity and authority to do so.			
Full Name of Requestor			
Address			
Postcode			Date of Birth
Telephone Number			Email Address
Signed			
Relationship to Subject			
Date of Request			
<p>We will undertake commit to supplying the information detailed on this form. If we do not hold the details you have requested or:</p> <ul style="list-style-type: none"> the request is not covered by the Data Protection Act the law prevents us from providing the information it would involve a 'disproportionate effort', for example where the information has been deleted and can only be extracted by from an archived hard-drive is an 'exception' listed in the ICO data sharing code of practice <p>a written response will be sent to you confirming why your request can not be fulfilled</p>			

Please return the completed form to:

The Data Governance Manager

Hanover Housing Association

Nelson House

Alington Road

St Neots

Cambridgeshire

PE19 6RE