# Privacy Notice - How we use your information

**At Homeshare North East we know that your privacy is very important to you. We can assure you that it is even more important to us. That’s why we want to tell you how we plan to respect and look after your personal information. This is the ‘privacy notice’ which tells you how we do this.**

To run Homeshare North East, we will need to collect, use and store the personal data of people who express an interest, apply and are accepted as Householders and Homesharers.

### When you give it to us directly

We will collect personal information directly from you, when you make an expression of interest to become a Householder or Homesharer, tell us about yourself as part of the application process, provide references and complete the relevant documentation. You may do this by phone, through our website, by email, post or in person.

### When you give permission to other organisations to share it

We may have received information on your behalf from another organisation or professional, including references or information relating to DBS checks.

## What personal information do we collect?

When you apply to become a Householder or Homesharer the personal information we collect will include details such as your name, email address, postal address and phone number. As your application progresses, we will ask you to provide the following personal data:

* Gender
* Date of Birth
* Emergency contact details and details of two references
* Personal and Inclusivity and Diversity information e.g. your racial or ethnic origin, religious and political beliefs, details of physical or mental health
* Whether you receive any state benefits or allowances such as Universal Credit
* If you have any spent or unspent criminal convictions – we may be required to carry out a DBS check
* Personal answers to range of assessment questions to help us match you e.g. if you have pets

### For Householders:

* Information regarding your household (including tenancy agreement if you have one, details of the property and neighbourhood and details of other household members, age and any offences)

### For Homesharers:

* Some information such as ethnicity, religion, health status and sexual orientation is called ‘special category data’. We have a legitimate interest to collect this; but also to ensure that we don’t discriminate against you, that we can defend legal claims, and can make reasonable adjustments for health reasons to make sure matches are right.

The safety of our Householders and Homesharers are of paramount importance to us and so we do ask that you disclose any relevant criminal offence data as part of the application process, they may not automatically exclude you, but we do need to know about them. We request a criminal records check from the Disclosure and Barring Service (DBS) for all of our homesharers and in some circumstances we may request one for a householder.

**We will only collect the information we absolutely need.**

## Why we need your information?

Our legal basis for having your information is to fulfil the contract we have with you (the Homeshare agreement), to comply with legal requirements, and to pursue the legitimate interests of Homeshare North East. Specific reasons we need your information are:

* To ensure that we understand your requirements, expectations and boundaries in relation to Homesharing
* To be able to contact you and the important people in your life
* To manage our relationship with you during your time with Homeshare North East; including making strong matches, monitoring matches and understanding if your needs or circumstances change
* To ensure that we are fair and don’t discriminate against you in any way and can respond to any issues or concerns that you might have
* To prevent fraud or report potential crimes
* To carry out required checks (e.g. References, DBS checks, home environment, insurance etc.)

As well as to:

* Keep you updated with information about changes to your service as a Householder or Homesharer
* Contact you for feedback to improve your service
* Produce reports and statistics about what we do at Homeshare North East.
* Provide you with important support relating to your status as a Householder or Homesharer

We may also need to receive written consent from you to use your information for a more specific purpose, and will always ensure we get this consent and explain why it is needed (e.g. consent to take part in a case study). You will have the right to withdraw this consent at any time.

If you don’t think we have a good reason to use your data in the ways explained above, you have a right to object. Please see the Right of Complaint section of this document, or the separate document ‘My Information, My Rights’.

## What we will and won’t do with your personal information

### We will…

* We will always **work hard to keep your information safe**.
* We may **share your data with other agencies** where we need to do so as a provider (e.g. your local authority) Again, we will ensure that we have a clear and lawful reason whenever we do this – for example, to comply with our contract and statutory obligations
* We may need to **disclose your information if required to do so by law**. We will always try to discuss this with you before doing do and explain why we are doing it.
* We may also need to **disclose your information if there are concerns about your safety or wellbeing, or the safety and wellbeing of anyone living with you.** Keeping the people who use our services safe is really important to us and we may need to share or disclose information if we believe there is a real risk to them in any way.
* We may choose to **delete posts on social media** which contain information of a sensitive nature.

### We won’t…

* We will never **sell or share your personal information** with organisations so that they can contact you for any marketing activities.
* We will never **sell any information about the website you visit.**
* We will never **share your information with people who don’t need access to it**

## Who sees your personal information?

The personal information we collect about you will be used by our team at Homeshare North East to ensure we can support you as a Householder or Homesharer. This information will be known to your dedicated coordinator. We may also share relevant information with other trusted organisations who are providing essential services to us. These include:

* The organisations which host our websites and software systems;
* Our professional advisers (such as insurers)

We may also disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations.

## How we keep your information safe

We take the security of your personal information extremely seriously and anything we do with your data will be in line with the Data Protection Act 2018, which bring into force the provisions of the General Data Protection Regulation.

Your personal information may be stored by Homeshare North Easteither in paper form or electronically. We have implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

We only keep your information for as long as is reasonable and necessary, in line with the recommended retention schedules which are based on best practice guidance. This is usually for a set period of time and will depend on the type of information and the individual requirements of the service. We will then ensure that the information is securely destroyed.

### Here are some of the ways we protect your personal information:

* Secure folders on our system
* Password protection
* Firewalls on our servers
* Restricted access to systems
* Policies, Procedures and Training

## Your rights over your information

Your personal information is yours, and you have a range of rights over it. This includes accessing it, updating it, amending it or asking for it to be erased. Please refer to the “My Information, My Rights” leaflet for further information, or contact us at the details at the bottom of this document.

## Changes to this Privacy Notice

This Privacy Notice is reviewed regularly to ensure that it reflects how we use your information. Where appropriate, changes will be notified to you by email or post. We may update this on the Internet when there are minor changes, but will let you know of any major changes.

## Right of Complaint

Homeshare North East is your main point of contact at contact@homesharenortheast.org.uk.

If you have a concern about the way we are handling your information, then we would like to discuss this with you in the first instance and see if we can put things right. You can contact us using the details at the bottom of this document. However, if you wish, you are entitled to complain to the supervisory body which is the **Information Commissioner’s Office.** The contact details are below:

Phone: 0303 123 1113

Online: ico.org.uk/concerns/handling