

HOUSING GATEWAY LIMITED

PRIVACY NOTICE

Adopted November 2020

PRIVACY NOTICE

What we do with your information

1. Who We Are

- 1.1 For the purposes of UK data protection law, the data controller is Housing Gateway Limited of Civic Centre, Silver Street, Enfield, EN1 3XA.
- 1.2 Housing Gateway Limited (“the Company”, “We”, “Us” or “Our”) is wholly owned by Enfield Council (“the Council”). The Company was established in 2014 to reduce the housing pressures within the London Borough of Enfield (“the Borough”).
- 1.3 The Company operates a property portfolio and provides sub-market rental accommodation.

2. Your Rights

- 2.1 The law gives you the right to request a copy of the information that We hold about you. If you would like a copy of some or all your personal information, please contact Us via the website www.housinggateway.co.uk or write to Us at the following address:

Housing Gateway Ltd
Civic Centre
Silver Street
Enfield
EN1 3XA
- 2.1 You have a right to request rectification of errors in your data. You also have a right to ask us to erase your data, although we do this automatically as described in the data retention schedule below. You have the right to object to our processing of your data.
- 2.2 If you have a complaint or concern about how we have handled your data, please contact us as noted above. If you are not satisfied with our handling of your issue, you have a right to complain to the Information Commissioner’s Office (‘ICO’). The ICO is the UK’s independent body established to uphold information rights, promote openness and enhance data privacy for individuals. The ICO may be contacted via their website:

<https://ico.org.uk/global/contact-us/>

- 2.3 If you have a complaint or concern about how we have handled your data, you can also contact the company via the email address below. Emails that are required for the DPO can be sent to the email address below and will be passed on to the DPO.

housinggateway@enfield.gov.uk

3. What Information Will You Keep About Me? For How Long?

- 3.1 If the Council nominates you for a tenancy in a property held and managed by the Company then the Council will pass on information it holds about you to the Company to allow the Company to manage your tenancy and provide general housing and support to you (as appropriate).
- 3.2 The Company or agents appointed by the Company will collect the following information from you and other tenants named on the tenancy agreement (as appropriate) which will be retained for the periods listed.

Data Type	Data	Retention Period
Personal details	First, middle & last names	6 years
	Gender	
	National insurance number	
	First & second languages	
	Benefit eligibility	
	Scanned copies of passports	
	Scanned copies of wage slips, benefit statements, loan agreements, credit card statements or other financial information relevant to your current circumstances.	
	Medical information pertinent to your tenancy or current circumstances	
Contact Details	Date of birth & age	6 years
	Current, previous & forwarding addresses	
	Email address	
Tenancy Details	Contact telephone numbers	6 years
	Tenancy start & end dates	
	Arrears & rent payment data	
	Correspondence you send to us throughout your tenancy	
	Notes made by your property manager throughout your tenancy	

- 3.3 The Company or agents appointed by the Company will also collect the following information from you (as appropriate) regarding other occupants of the household not named on the tenancy agreement. The information will be retained for the periods listed.

Data Type	Data	Retention Period
Personal details	First, middle & last names	6 years
	Gender	
	First & second languages	
	Medical information pertinent to your tenancy or current circumstances	
	Date of birth & age	

4. How Will the Company Use Your Information?

- 4.1 All data use by the Company is subject to UK law and We will comply with the law. We process your personal data on the basis of our legitimate interests as your landlord and in providing housing and management services to you.
- 4.2 The Company will use the information listed in Section 3 to manage your tenancy and provide general housing and support to you.
- 4.3 The Company may also share any information it holds about you with the Council to allow the Council to consider whether to provide or to continue providing services to you.
- 4.4 Your information will also be used:
- To ensure that the Company meets any legal requirements imposed upon it
 - To carry out Our obligations arising from contracts entered between you and Us.
 - To protect individuals from harm or injury where necessary
 - For statistical and research purposes (once anonymised)

5. Will We Share Your Information with Other Third Parties?

- 5.1 We will share your information with the Managing Agent appointed to manage the property on the Company's behalf. We will also share your information with the Council and other Contractors to enable the management of your tenancy and the maintenance of your property. We may also share your information with

other third parties, but only where this is necessary to comply with a legal obligation and is permitted under UK law.

- 5.2 We will share your information with third parties to ensure that bills, charges and invoices are directed to the responsible party. The sharing of data relating to the payment of bills, charges and invoices by the responsible party is undertaken to protect Our Legitimate Interest of ensuring that we do not pay bills, charges and invoices which are not Our responsibility.
- 5.3 Information that you give to Our Managing Agent in relation to your tenancy will be shared with Us and may also be shared with the Council or Contractors acting on Our behalf, for the purposes of managing your tenancy and providing general housing and support to you (as appropriate), and as described in ‘**How Will You Use My Information?**’ above. We may also share the information you give to the Managing Agent with other third parties, but only where this is necessary to comply with a legal obligation and is permitted under UK law.

6. Changes to This Notice

- 6.1 The Company will regularly review and update this privacy notice to reflect any changes in the services offered by the Company, as well as to comply with changes in the law.

7. How to Contact Us

- 7.1 If you have any questions about this privacy notice or information that the Company holds about you, please contact us by email or post:

housinggateway@enfield.gov.uk

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