



Using Your Personal Information

Personal data that we collect and hold about you and your household will be processed in accordance with the General Data Protection Regulation 2018.

When you applied for housing, we collected and processed information about you and members of your household to process your application.

During your tenancy we will collect and process information about you and members of your household for the following purposes:

- To manage your tenancy and the Stoke on Trent Housing Society property it relates to
- To monitor compliance with the terms of your tenancy agreement and to offer/signpost to support and services
- To conduct surveys in order to monitor and improve our services.

Unless we specifically advise you otherwise, we will only collect and process personal information that we need in order to carry out these functions. This personal information may be stored on our computer systems and/or a tenancy file. It is held securely and we have security measures in place to prevent it from being accessed by any unauthorised person.

Stoke on Trent Housing Society tries to deal with instances of rent arrears and any other recoverable charges without the involvement of third parties. However, in the case of any outstanding monies including those outstanding after the termination of a tenancy agreement by either party, we may disclose personal details to tracing and/or debt collection agencies.

From time to time we may need to provide third parties with personal information relating to you or members of your household, e.g. Council Tax Departments, Housing Benefit Offices or obtain personal information relating to you or members of your household from third parties, however, this will only be so that we can accomplish the purposes described above. We may also disclose your personal details if required to do so by law or any Government body, or for the purposes of preventing and detecting crime and fraud, or to protect the public funds we administer - for this we need your permission:

I give permission for Stoke on Trent Housing Society to discuss my tenancy/occupation details with relevant third parties as described above:

ADDRESS:			
NAME:		SIGNED:	
NAME:		SIGNED:	
DATE:			