

## PRIVACY NOTICE

To enable the members of Metropolitan to provide its services to you we will need to handle personal information about you. No matter how this personal information is collected, processed or stored, it will be handled appropriately to ensure Metropolitan meets its legal obligation to comply with the eight principles of the Data Protection Act 1998.

### How we use your information

Metropolitan processes the information that it holds in accordance with the Data Protection Act 1998, which means that:

- We collect as much information as is necessary to deliver our services to you, but which is not excessive or irrelevant
- We seek to keep information we hold about you accurate and up to date
- We will keep your information secure and will only process it in accordance with our data protection registration (this is called “Notification”)
- We will retain your information for time periods defined by law and best practice.

We collect and hold information about you for the provision of housing and associated support services. We may also use it for additional purposes such as:

- Detection and investigation of breaches of tenancy conditions, fraud and/or criminal activities
- Taking legal action where necessary

### Sharing your information

We will share your information with other parties, who may contact you, where necessary for legitimate business purposes and/or statutory or other legal obligations

We may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

We may therefore collect information from, and provide information to:

- Local authority departments, e.g. Benefits and Council Tax teams
- Government departments, e.g. Communities and Local Government or the Tenants Services Authority (TSA)
- Third parties working on our behalf (under contract), such as maintenance contractors, investigators or research organisations
- The member organisations which comprise the Metropolitan Housing Partnership
- Utility companies for billing purposes
- Police, investigating authorities and/or parties involved in legal proceedings

- Regulatory or statutory bodies, such as the Inland Revenue.
- The Audit Commission – this includes participation in the National Fraud Initiative to ensure that public funds are being allocated appropriately.

We will obtain your consent prior to disclosures to organisations who are acting on your behalf, such as an advocate or solicitor, or who are seeking information about you in order to offer you their services, e.g. retailer or mortgage lender.

### **Further information**

For further information on Metropolitan's approach to processing your personal data please contact your local housing office or read our information in the website <http://www.metropolitan.org.uk/privacy/data-protection/>

For further information on your rights under the Data Protection Act 1998 please refer to the Information Commissioner's Office helpline tel: 01625 545745 or via their website at [www.ico.gov.uk](http://www.ico.gov.uk).

