

AmicusHorizon and the Data Protection Act?

The Data Protection Act 1998 (DPA) is UK legislation to ensure that peoples' personal information is not misused.

It defines a set of rules and guidelines AmicusHorizon must follow when handling your personal information. The DPA refers to these rules and guidelines as Data Protection Principles.

Two of the most important principles are:

- We must tell you how we are using your information
- We must give you access to the information we are holding (known as a Subject Access Request).

How AmicusHorizon uses Residents' Personal Data

Personal data will be processed in accordance with the Data Protection Act 1998. In this respect the data controller for your tenancy is AmicusHorizon.

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

- managing your tenancy and the AmicusHorizon property it relates to,
- monitoring compliance with the terms of your tenancy agreement,
- delivering support for special needs to you or any member of your household within an agreed support plan, and
- conducting 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.

From time to time we may need to provide third parties with personal information relating to you or members of your household or obtain personal information relating to you or members of your household from third parties. However, this will only be done 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.

AmicusHorizon tries to deal with instances of rent arrears without the involvement of third parties. However, in cases of unresolved arrears and those where arrears remain outstanding after the termination of a tenancy agreement by either party, we may disclose personal details to tracing and/or debt collection agencies.

How can I apply to see the Personal Data AmicusHorizon holds about me?

We make a charge of £10 for responding to a Subject Access Request and, by law, have 40 days in which to collect and deliver the information. You can apply in writing to:

**Director of Governance and Communications
AmicusHorizon,
Grosvenor House,
125 High Street,
Croydon, Surrey, CR0 9XP**

Once we have received your request we will ask you to confirm your identity. This is to protect you from your information being disclosed to someone pretending to be you.