

A GUIDE

to Access to Personal Information



This Document has been Read and Approved by the

Tenants Editorial Panel

We use the term 'resident' to describe anyone living in one of our homes or receiving one of our services. This includes tenants, leaseholders and shared owners.

Access to Personal Information

In day to day housing management matters Cosmopolitan looks after information that is personal and confidential and it is important to be aware of the legal requirements and standards that must be upheld.

Legal Requirements

The Data Protection Act 1998 gives individuals a legal right to see and check details about themselves, which are held in the form of, computerised data.

The Association is therefore obliged to comply with them for all our tenants and applicants.

All information held by the Association will be:

- Obtained fairly.
- Held for specific purposes.
- Used for those purposes.
- Relevant, accurate and up to date.
- Not kept longer than necessary.
- Protected against loss/disclosure.
- Treated as confidential at all times.
- Not revealed to third parties (except in specified circumstances or with the authority of the tenant).

Access will be given to any tenant or applicant who wants to see their personal information held on the following documents:

- Tenancy Files.
- Repair Files (where these include personal records of statements by tenants on repair requests).

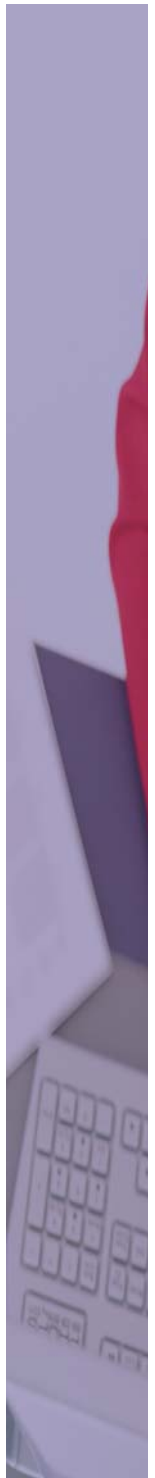
- Personal rent accounts.
- Processed applicants/nominations/referral papers.
- Transfer papers.
- Voluntary Purchase Grant files.
- Right to Buy papers.
- Former tenants/processed applicants files.

Access to this information should be made available to:

- Current tenants and licensees.
- Former tenants/licensees who request information within two years.
- Applicants (including nominations/referrals).
- Former tenants whose cases were processed within the last two years.
- Relatives/agents of all the above with the tenants/applicant's written consent.

N.B.: Statutory Agencies including Local Authorities have a legal right to obtain information for tax purposes, e.g. requests made by a Local Authority for names, dates and forwarding addresses must be supplied.

A full copy of the Access to Personal Information Policy is available upon request.





This document is available translated into your own language and in large print, braille and audio tape on request.

यह दस्तावेज़ आपकी भाषा में अनुदित रूप में भी उपलब्ध है। विवरण के लिए कृपया इस कार्यालय से उपलब्ध "हमारी सेवा पुस्तिकाओं की गाइड" प्रकाशन देखें।

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਉਪਲਬਧ ਹੈ। ਵੇਰਵਿਆਂ ਲਈ ਦੇਖੋ ਪ੍ਰਕਾਸ਼ਨ "ਸਾਡੇ ਸੇਵਾ ਲੀਫ਼ਲੈਟਾਂ ਸੰਬੰਧੀ ਗਾਈਡ", ਜੋ ਇਸ ਦਫ਼ਤਰ ਤੋਂ ਮਿਲ ਸਕਦੀ ਹੈ।

یہ دستاویز آپ کی زبان میں ترجمہ شدہ شکل میں بھی دستیاب ہے۔ کتابچہ بعنوان "رہنما پرچے برائے ہماری خدمات" (گائیڈ تو اور سروس لیفلٹس) دیکھیں

هذا المستند متوفر أيضا رجمًا إلى لغتكم ،
للمزيد من التفصيل برجاء إطلاع على نشرة " دليل خدماتنا "
المتوفر من هذا المكتب

এই ডকুমেন্টটি /সেবাটি আপনার নিজের ভাষায় অনুদিত পাওয়া যাবে, 'গাইড টু আওয়ার সার্ভিস লিফলেটস'
(আমাদের পরিষেবা পত্রিকার নির্দেশিকা) প্রকাশনা দেখুন, বিশদ বিবরণের জন্য, যা এই অফিসে পাওয়া যাচ্ছে।

這份資料冊已有中文譯本，請參閱《我們的服務 介紹資料冊指引》，
請向我們 辦公室詢問這份 摺 之詳情。

Waxaad kaalood heli kataa dukumeentigani oo ku qoran luqaddaada, fadlan waxaad eegtaa "Kaalayaha xaashida adeegyadena" oo laga heli karo xafiiskani.

Ky dokument është poashtu i përkthyer në gjuhën tuaj, ju lutemi shikoni botimin "Udhëzime për shërbimet tona në fletpalosjet", që mund t'i gjeni në këtë zyrë, për të dhëna.



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Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.