

A GUIDE

to Accessing Personal Information



This Document has been Read and Approved by
Residents

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

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 residents 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 resident or applicant who wants to see their personal information held on the following documents:

- Tenancy Files
- Repair Files

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

Access to this information should be made available to:

- Current residents and licensees
- Former residents/licensees who request information within two years
- Applicants (including nominations/referrals)
- Former residents 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.



If you wish to have this document translated into your chosen language, please tick the relevant box below and return to Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

This document is available in large print, Braille and audio tape on request.

إذا لڤك الرغبة فى الحصول على هذه الوثيقة مترجمة الى اللغة التى تختارها، أرجو ان تضع علامة على الصندوق وترجعه الى هيئة إسكان كوسموبولتان.

Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Arabic)

如果您想把这份文件翻译成中文，请在空格内划✓，然后把传单寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Chinese – Simplified)

如果您想把這份文件翻譯成中文，請在空格內劃✓，然後把傳單寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Chinese – Traditional)

ئەگەر هەز دەتەیت ئەم دۆکیومێنتەت بۆ سەر زماى خۆت بۆ دەریگێردیت ئەوا تکایە نیشانەى ✓ لە و چوارگۆشە بەدەو بیگێرێنەو بە (کۆمەڵەى کوسمۆپۆلیتان بۆ خانووبەره) بۆ ئەم ناویشانە:

Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Kurdish)

Jeśli chcieliby Państwo otrzymać tłumaczenie tego dokumentu w wybranym języku, prosimy odhaczyć okienko i odesłać do: Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Polish)

Haddii aad jeclaan laheyd in documentigan luqad aad dooratay lagu soo turjumo, fadlan sax sanduuqa oo u soo celi hey'adda guriyeynta ah ee Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Somali)

Bu belgenin seçtiğiniz dile tercüme edilmesini arzu ediyorsanız, lütfen kutuyu işaretleyin ve Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY adresine geri gönderin.

(Turkish)

Please be aware that Cosmopolitan Housing Association may record any incoming or outgoing telephone calls as part of our commitment to providing excellent customer service.



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Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.

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