



DATA PROTECTION ACT 1998

PERSONAL INFORMATION – YOUR RIGHT TO KNOW

What is the Data Protection Act 1998?

This is a new Act that came into force on the 1st March 2000. It protects personal data about individuals (that is you and me) whether processed by computer or manually, what the data is processed for and who processes it.

How does it protect your personal data?

The Act sets out rules and conditions which Six Town Housing, as a user of personal data, must obey when obtaining and using information about you. The Act also provides you with certain rights that Six Town Housing must respect.

What are your rights?

- to ask Six Town Housing if it holds personal information about you
- to ask what Six Town Housing uses the information for
- to be provided with a copy of the information
- to be given details about the purposes for which Six Town Housing uses the information and details of other organisations or persons to whom the information is disclosed
- to ask for incorrect data to be corrected
- to ask Six Town Housing not to use personal information about you

↳ for direct marketing

- ↳ if it is likely to cause damage or distress
- ↳ to make decisions about you based on the automatic processing of the data
- to be compensated for damage or distress should these be caused by Six Town Housing's failure to comply with certain requirements of the Act

Why does Six Town Housing keep personal information?

Personal data is required so that we can provide you with the services you require or that Six Town Housing is required to undertake. Examples of these include collection of rents, calculation of benefits and maintaining a record of services provided.

Does Six Town Housing need your consent to use data about you for any of these purposes?

Six Town Housing needs your consent if we are going to process personal data about you for purposes other than required by law or where we intend using the data required for one legal purpose for another purpose. Application forms and requests for information explain why we require the information.

How do you make a request to see information about you?

Six Town Housing has a standard application form that sets out what information you need to provide to make a request for information. We may upon receipt of this form ask you for further detail to either enable us to locate the information or verify that you are the person to whom the data relates.

What information will be provided?

All information that Six Town Housing holds about you both on computer and in manual files in respect of the purpose(s) you

requested will be provided together with a list of others to whom the data is disclosed and information about sources of the data.

How will you be given the information

The information will be provided in the form of either a computer print out or photocopies of records and provided to you in the manner requested in the Declaration section of the Subject Access Request Form.

The information will be provided within 40 days of receipt of your application or the date that Six Town Housing received adequate information to locate the information.

What do you do if the information is incorrect?

You must advise Six Town Housing in writing advising them which information is incorrect and request that it be corrected. We must, within 21 days, tell you whether we have amended the data or if we do not agree that the original information was incorrect. In the latter instance you can

- ask Six Town Housing to record your disagreement on your record
- appeal to the Information Commissioner
- appeal to the Courts if Six Town Housing does not correct the information

What do you do if you think you have not been given all the information?

You can advise Six Town Housing in writing requesting that we re-examine your request and be provided with an amended reply. You can if you are still not satisfied appeal to the Information Commissioner who will examine the matter on your behalf.

What can you claim compensation for and how do you make a claim?

You can claim compensation if Six Town Housing has contravened the rules or conditions of the Act and you have suffered damage or distress as a result. You may also be able to claim if the damage or distress was caused by our use of inaccurate data.

Claims are made through the Courts. They will support your claim if it can be shown that Six Town Housing has not taken reasonable care to ensure it complies with the Act and in the case of inaccurate data it is satisfied that you have suffered damage as a result.

Address of the Information Commissioner

The Office of the Information Commissioner,
Wycliffe House,
Water Lane,
Wilmslow,
CHESHIRE SK9 5AF