



Data Protection Policy

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Approved by:	Rentplus Homes Ltd Board

1.0 Introduction

- 1.1. The purpose of this policy is to outline Rentplus Homes Limited's ("RPH") responsibilities in relation to the collection, use and disclosure of data, including processing required for regulatory reporting purposes such as national housing policy and statistics, and our residents' right to access their personal data.
- 1.2. RPH will comply with the requirements of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation 2018 (GDPR).
- 1.3. As part of its work, RPH is required to collect and use certain types of information about individuals who access the organisation. This personal data must be handled properly however it is collected, recorded and used – whether on paper, in a computer, or recorded on other material.

- 1.4. We are committed to handling the personal data we hold sensitively, appropriately and legally, fully adhering, acting and complying with the principles detailed in GDPR as detailed in the Act.
- 1.5. In accordance with the DPA 2018, we will register as a Data Controller on the Public Register of Data Controllers maintained by the Information Commissioner's Office.
- 1.6. The aim of this policy is to outline our responsibilities regarding the collection, use and disclosure of data, and our resident's right to access their personal data, as well as set out our practice for complying with all statutory and regulatory requirements.

2.0 Scope

- 2.1 This policy applies to all personal data collected, owned, and used by us, throughout our business, including data we are required to submit to government bodies for housing policy and statistical purposes. All staff, board members and subcontractors are expected to work in line with this policy.

2.2 Definitions

- 2.3 **Data:** includes computerised data, manual data and any other form of accessible record that includes personal information held by us
- 2.4 **Data Subject:** an individual who is the subject of Personal Data
- 2.5 **Data Controller:** a person who (either alone or jointly or in common with other persons) determines the purposes for which, and the way, any personal data are, or are to be, processed
- 2.6 **Personal Data:** is that which relates to a living individual who could be identified by the data. This can include the nine protected characteristics under the Equality Act 2010.

Personal Data includes information RPH has collected or otherwise maintains or has in its possession that identifies or can be used to identify or authenticate an individual, including, but not limited to:

- Names
- Addresses
- Telephone numbers
- Email addresses
- Employee identification numbers
- Government-issued identification numbers
- User passwords or PINs

Financial account numbers
Geolocation data
Medical, health, information.

3.0 Policy Commitment

- 3.1 We take data protection very seriously. Reported data breaches will be investigated and where substantiated appropriate action is taken to remedy the situation
- 3.2 The board will lead by example in demonstrating good conduct and ensuring compliance with legal requirements, rules, and procedures
- 3.3 In carrying out its duties and responsibilities, we will comply with the principles of data protection, which require that personal information:
- Shall be processed fairly and lawfully and shall not be processed unless specific conditions are met
 - Shall be obtained and used for limited, specifically stated purposes, and shall not be processed in any manner incompatible with that purpose or those purposes as specified in the Act
 - Shall be adequate, relevant and not excessive in relation to those purpose(s)
 - Shall be accurate and, where necessary, kept up to date
 - Shall not be kept for longer than is necessary
 - Shall be processed by us within its legal and moral boundaries
 - Shall be processed in accordance with the rights of Data Subjects under the GDPR
 - Shall be kept safe and secure by the Data Controller who will take appropriate technical and other measures to prevent unauthorised or unlawful processing or accidental loss or destruction of, or damage to, personal information
 - Shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of individuals/service users in relation to the processing of personal information
 - Shall not be communicated informally.

4.0 Responsibilities

- 4.1 We will:
- Meet our legal obligations to specify the purposes for which information is used
 - Collect and process appropriate information only to the extent that it is needed to fulfil our operational needs or to comply with any legal

requirements, including lawful obligations to share housing data with government agencies for statistical and policy-making purposes

- Ensure that the rights of people about whom information is held can be fully exercised under the Act. These include:
 - The right to be informed that processing is being undertaken
 - The right of access to one's personal information
 - The right to prevent processing in certain circumstances
 - The right to correct, rectify, block or erase information which is regarded as incorrect
 - The right to be forgotten.
- Take appropriate technical and organisational security measures to safeguard personal information
- Treat people justly and fairly whatever their age, religion, disability, gender, sexual orientation, political opinions or ethnicity when dealing with requests for information
- Have provisions in cases of lost, corrupted or compromised data
- Ensure that all persons working on our behalf, processing personal information understand that they are contractually responsible for following good data protection practice
- Regularly review and audit the ways it holds, manages and uses personal information
- Allow people to request that we modify, erase, reduce or correct data contained in our database
- Ensure all board members and people working on our behalf are aware that a breach of the rules and procedures identified in this policy may lead to disciplinary action being taken
- Ensure all personal data is stored securely using encrypted technical solutions.

5.0 Monitoring and Performance

- 5.1 The board is responsible for complying with and being informed of legislative changes to DPA and GDPR and amending this data protection policy accordingly
- 5.2 We will continuously review our approach to data protection compliance as it develops and evolves. This will include reviewing the levels and types of personal data processed and the compliance framework, including for example the need to appoint a data steward or controller
- 5.3 All people working on our behalf must comply with this policy where they have staff who have access to personal data. All must be informed and aware of the data protection requirements and their duties and responsibilities under the Act

- 5.4 Appropriate action will be taken for breaches or suspected breaches and reportable breaches will be sent to the Information Commissioner's Office. Disciplinary procedures will be taken as required

6.0 Background Documents

- 6.1 This policy should be read in conjunction with the legal and regulatory documents listed below:
- Data Protection Act 2018
 - General Data Protection Regulation 2018 (GDPR)
 - Equality Act 2010.
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