

HOMESDALE (WOODFORD BAPTIST HOMES) LTD

DATA PROTECTION & ACCESS TO RECORDS POLICY & PROCEDURE

STATEMENT

- Homesdale believes that records relating to tenants are needed to ensure the appropriate service and support is maintained.
- Individual records are kept in a secure manner, and are up to date and in good order. Refer to Confidentiality Policy.
- Tenants should have access to their records and any information held about them.

DATA PROTECTION

Under the Data Protection act 1998, All storage of personal data held either manually or on computer should comply with the regulations of this Act.

Personal data should

- Be obtained fairly and lawfully
- Be held for specified and lawful purposes
- Be processed in accordance with the persons rights under the Act
- Be adequate, relevant and not excessive in relation to that purpose
- Be accurate and up to date
- Not be kept longer than is necessary for a given purpose
- Be subject to appropriate safeguards against unauthorised use, loss or damage
- Be transferred outside the European Economic Area only if the recipient country has adequate data protection

All data subjects have the right

- To be informed whether personal data is held on them
- Be given a description of the personal data, the purpose that the data will be used for and who has access to the data
- Be supplied with a copy of the personal data held

ACCESS TO RECORDS

Homesdale believes that access to information, the security and privacy is an absolute right of every tenant. All tenants are entitled to see a copy of all personal information held about them to correct any error or omission in it.

Procedure

- Tenants need to request to see personal data in writing. The request should be made to the Housing Officer (Data Protection Co Coordinator)
- Homesdale will respond to the request in 14 days.
- If the request is for a representative of the tenant to view the data, then the Housing Officer must be satisfied that permission has been given and proof of identity is seen.
- If a request is made more than once in a 12 month period, then an administration charge may be made.
- The documents will be viewed in the presence of a member of staff. This is to ensure no data is removed, or altered.
- Tenants are to inform Homesdale of any changes which could affect the accuracy of the data.
- Every effort will be made to resolve any disagreement. If the matter cannot be resolved then the tenant must refer to the Complaints Procedure.

RECORDS

Personal data relating to tenants will be kept for a period of 20 years following the termination of the tenancy. After this period has elapsed the records will be destroyed.

Records may contain any information for the purpose of

- Statutory records required by legislation, or regulation
- Operational management and administration that will enable Homesdale to provide quality housing and support.

Examples include

- Tenancy Agreement
- Application form
- Needs and Risk Assessment and Support Plans
- Financial Records eg rent account statement
- Medication and health records
- Records of meetings with relevant health professionals
- Records of meetings with tenants and families or representatives
- Complaints
- General correspondence

These examples are not intended to be exhaustive.

Refer to Confidentiality Policy for information on the security regarding personal data.

Signed

Printed

Date

Review

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