



# The Lakeland Housing Trust

## Personal Data Privacy Statement

The Lakeland Housing Trust (LHT) recognises the importance of respecting your personal privacy and also the need to have in place appropriate safeguards surrounding the processing of personal data. This Privacy Statement will be posted to all LHT tenants and is available to view on the Home page of our website.

### **What personal data do we collect?**

The LHT collects personal and employment information, as recorded by the prospective tenant on the tenancy application form. Additionally we take and retain copies of relevant identification documents of our tenants. We also collect data that is provided by individuals who contact us in connection with our properties.

### **How do we collect the data?**

In order to be as accessible as possible, we collect data in a variety of ways, including: paper and electronic forms, tenancy applications and agreements, telephone calls, conversations, emails and from our website.

### **Why do we collect the data?**

We only ask you for information that is necessary to enable us to select tenants for our properties and to be able to maintain contact with existing tenants - for example, in relation to maintenance issues and tenancy renewals.

### **How do we store the data?**

All data is stored on secure computer systems. Members of staff at Ingalls Chartered Accountants and LHT Trustees have their own usernames and passwords and only have access to files on the network that they need in order to undertake their specific responsibilities.

### **How long will we keep the data?**

We will only retain data for as long as is necessary for the purpose that the data was collected. For example, data in relation to unsuccessful tenancy applications is immediately destroyed. Data in relation to current tenants is destroyed at the end of the tenancy.

### **How do we keep your data up to date?**

When you tell us about a change, we will update our records. Please do get in touch whenever your circumstances change and let us know so we can make sure our information about you is correct. If you believe that any information we are holding on you is incorrect or incomplete, please contact us and we will promptly make any necessary corrections.

### **How can you access your personal data?**

You are entitled to request a copy of personal information that we hold on you. If you would like a copy of this information please contact us at [info@thelakelandhousingtrust.co.uk](mailto:info@thelakelandhousingtrust.co.uk) or write to us at:

The Lakeland Housing Trust  
Libra House  
Murley Moss BusinessVillage  
Oxenholme Road  
Kendal  
Cumbria  
LA9 7RL

**Do we share data with third parties?**

The Lakeland Housing Trust will only ever share your personal data with third parties with your informed consent, this may include where we have a legal obligation to comply with other regulations, for example as may be required by HMRC or the Charity Commission.

**How do we use Cookies?**

Cookies are small text files that are stored by your browser on your computer or mobile phone.

Cookies help us provide you with a better website by enabling us to monitor which pages our visitors find useful and which they do not. A cookie in no way gives us access to your computer or any information about you, other than the data you explicitly choose to share with us.

Most web browsers automatically accept cookies. You are not obliged to accept cookies and you can adjust your browser setting to prevent it from accepting them on your computer. To learn more about cookies and how they are used you can visit: <http://www.allaboutcookies.org>

**Other useful website links:**

The Lakeland Housing Trust (LHT): <http://www.thelakelandhousingtrust.co.uk>

The Information Commissioner's Office: <https://ico.org.uk>

**4 May 2018**