Data Management Policy - Quick Guide (V1.0).

What this policy is about

A quick guide to how Portsmouth Homes manages, uses, shares, protects and securely disposes of information when providing housing services.

Who it applies to

This policy applies to employees and anyone handling information on our behalf, including contractors, agency staff and partners. It covers digital and paper records, photographs, recordings, systems and other information used to provide our services.

How we use information responsibly *(See policy: How we use information responsibly p4)*

We make sure information is:

- Accurate and up to date
- Used lawfully, fairly and transparently
- Kept secure and only accessed when needed
- Kept only as long as required

We securely delete, destroy or anonymise information when it is no longer needed, unless there is a lawful reason to retain it.

How we use your information *(See policy: How we use your information p5)*

We may use your information to:

- Manage your tenancy or lease, repairs and safety checks
- Understand support needs and communicate with you
- Manage rent and service charges
- Respond to enquiries, requests and complaints
- Prevent fraud or misuse of services

Keeping your information safe and accurate *(See policy: Keeping your information safe p6)*

We use secure systems, limit access to authorised people, securely manage paper records and train staff to handle information appropriately.

We aim to keep information about you accurate, up to date and complete. We will update records when we become aware of changes and correct errors where appropriate

When we share information *(See policy: When we share information p7)*

We may share relevant information to:

- Provide housing services
- Protect someone's safety or wellbeing
- Meet safeguarding responsibilities
- Prevent or investigate crime or fraud
- Meet legal or regulatory requirements

We share only what is needed, using a secure method. We seek consent where appropriate but may share information without consent where the law allows or requires it.

If something goes wrong *(See policy: If something goes wrong p6)*

If information is lost, shared incorrectly, accessed without permission or otherwise put at risk, we will assess and investigate the incident, reduce the risk, put things right where possible and inform affected people where required.

How we use information to improve services *(See policy: How we use information to improve services p8)*

We use performance information, repairs data, resident feedback and complaints to identify where services are working well or need improvement.

Your rights *(See policy: Your rights over your information p9)*

You have the right to:

- Ask what information we hold about you
- Request a copy
- Ask us to correct inaccurate information
- Raise concerns about how it is used

Contact us to exercise these rights or raise a concern.

Further information

This is a summary only. For full details, please read the Data Management Policy or contact Portsmouth Homes.

Information is available in alternative formats on request.

Link- Data management policy