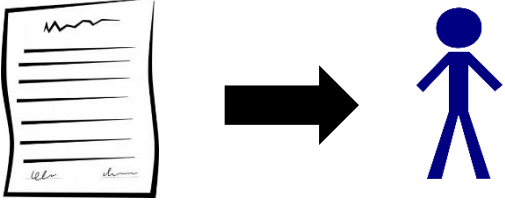

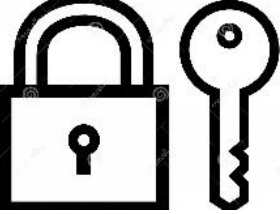



# Easy Read Privacy Notice – Tenants




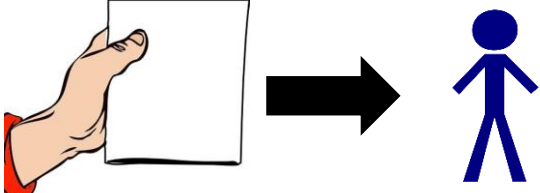
## Personal data (Things we know about you)

	<p>We are talking about things we might know about you, for example things about your health</p>
	<p>The law says we have to be careful with things we know about you and tell you how we keep your information safe.</p>
	<p>This means that staff who have information about you will have to keep this information private.</p>
	<p>This information might include :</p> <ul style="list-style-type: none"> <li>• Where you live</li> <li>• If you are married</li> <li>• Bank details and your money</li> <li>• Information about your family and friends, things you believe, and your choices</li> <li>• Information about what you need help with and health.</li> </ul>



## Why we collect information about you

	<p>We know things about you that we have been told so we can find you a home</p>
	<p>Knowing about you helps us keep you and your home in good order</p>

## This Law is called the Data Protection Act 2018 - What does this law say?

	<p>We must let you know why we are using information about you and only use it for that reason</p>
	<p>We must make sure that information about you is correct.</p>
	<p>We must not keep information about you for longer than it is needed.</p>
	<p>We must offer you a copy of information we have about you.</p>

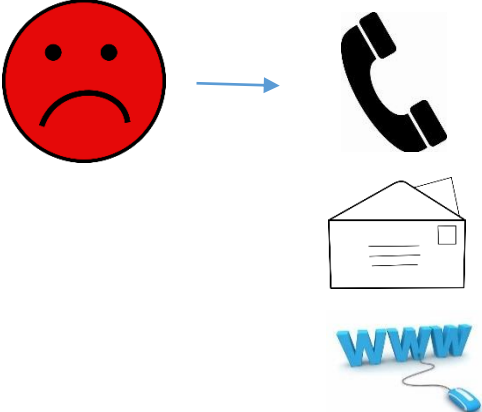

## Who do we share information about you with?

	<p>We may share information about you with other people who help you with your house, support or money if you give us permission and can give you a list if you ask us.</p>
	<p>Sometimes we will have to share information about you if there is a law that tells us to.</p>


## How do I get a copy of information about me?

	<p>If you would like a copy of your information, please contact us:</p> <p>Reside Housing Association, Mason House, 18 Lower Teddington Road, Hampton Wick, KT1 4EU</p> <p>Alternatively you can email, <a href="mailto:enquiries@residehousing.com">enquiries@residehousing.com</a> or telephone 020 8255 5220.</p>
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## Is there a problem?

	<p>If you think we have made a mistake, you have the right to make a complaint. You can raise a complaint in a number of different ways:</p> <ul style="list-style-type: none"><li>• To a staff member</li><li>• At our offices at Mason House, 18 Lower Teddington Road, Hampton Wick, KT1 4EU</li><li>• Through our website</li><li>• Using social media</li><li>• By telephone</li><li>• In writing</li></ul>
	<p>You also have the right to lodge a complaint with the Information Commissioners Office at: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF - Tel: 0303 123 1113</p>

## More information - Do you have any questions?

	<p>If you have a question please contact our Data Protection Officer at email <a href="mailto:enquiries@residehousing.com">enquiries@residehousing.com</a> or telephone 020 8255 5220.</p>
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