

EASY READ CLIENT PRIVACY NOTICE

When you get support, accommodation or training services from Horton Housing, we need to collect and keep personal information about you. This information is kept secure either on our secure computer systems or in locked filing cabinets.

What information do we have?	<ul style="list-style-type: none"> ▪ Personal details about you and sometimes your family e.g. name, address, telephone number, D.O.B, NINO ▪ Financial information e.g. about any benefits or wages you receive, bank details ▪ Sensitive information such as any health problems, details of religion, ethnicity, sexuality, and any information about criminal offences or risks. ▪ Details about what you need help with and why we are helping you ▪ Your photograph if you live in one of our accommodation services
Why do we need your information?	<ul style="list-style-type: none"> ▪ We need your personal information so that we can support you, give you a home or help you with training. For example, we use the information you have given us to plan your support, manage your tenancy or provide you with training ▪ We would be unable to our job and deliver you a service without having and using your personal information (this is called “legitimate interest”)
How do we use your information?	<ul style="list-style-type: none"> ▪ To provide you with support, accommodation or training ▪ To assist you with accessing accommodation, support or other services from other organisations ▪ To support you in training or work placements ▪ For monitoring and statistical reports ▪ To carry out quality audits and comply with our legal or contractual obligations ▪ We use CCTV and your photo in our accommodation services so we can know who you are when we need to let you into the building. ▪ If we have your photo and you go missing we may use it to make a missing person’s Report to the Police.
Who do we share your information with?	<ul style="list-style-type: none"> ▪ Other people or agencies that we are working with on your behalf. Examples include: utility companies, housing providers, benefit agencies, health services, Police, Probation, training or employment organisations, social services, your family/friends, and other Horton colleagues. ▪ People who fund our services sometimes ask to see information about you.
How long will we keep your information?	<ul style="list-style-type: none"> ▪ This will depend which of our services you are using. Each service has an agreed amount of time that they must keep your personal information for. This is often because the people who fund our services tell us how long we must keep it. Ask your worker if you need more information and they will find this out for you.
What are your rights?	<ul style="list-style-type: none"> ▪ You have a lot of rights when it comes to your information and privacy, including: <ul style="list-style-type: none"> ○ The right to see what information we have about you; ○ The right to tell us if some of the information is wrong and ask us to make it right; ○ The right to object to any information you think is inaccurate.
Where can you get more information?	<ul style="list-style-type: none"> ▪ You should read our full Client Privacy Notice. Ask any member of staff for a copy, or you can download it from our website www.hortonhousing.co.uk ▪ Contact our Data Compliance Manager: datacompliance@hortonhousing.co.uk
What if you have any concerns?	<ul style="list-style-type: none"> ▪ Speak to any member of staff if you are worried or unhappy with how we are managing your personal information/data. ▪ Contact the Information Commissioners Office on 0303 123 1113 or www.ico.org.uk