



Your Information Rights

A Customer Guide

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1. Your Personal Information

- 1.1 We are making it easier for you to understand your information rights that relate to your personal information that we process and how to exercise those rights.
- 1.2 Your 'personal information' is sometimes called 'personal data', what is meant by both of those phrases is any information which is capable of identifying you – this could be as simple as your name or your address.

2. Your Individual Rights Explained

- 2.1 This document explains your rights and it supplements our 'Privacy Notice' that can be found on the First Choice Homes website.

3. The Right of Access

- 3.1 You have a right to know what personal information we have collected about you and you have a right of access to that personal information.
- 3.2 When this right is used, the process is called a Subject Access Request. We aim to make your use of this right as easy as possible. It helps if you are as clear as possible about what you are asking for when you make this request. For example, if you want your personal information that is contained in specific certain document – tells us what that is so that we can find it and give it to you.
- 3.3 Making a Subject Access Request with us is free of charge. However, if you have not been clear with us and we cannot immediately understand your request, we may contact you to find out a little bit more about what you want to be provided with. We will aim to make sure the whole process is dealt with in one month.
- 3.4 If your request is complicated or unusual, it might to take us a little bit more time to process it, however, we will keep you informed about any extra time that we need to get things done for you. In any event, this will not be longer a further two months in duration.
- 3.5 If a person makes repeated requests for the same personal information or excessive requests we may reject the request.
- 3.6 If we do reject a Subject Access Request we will explain to you why we have made that decision and let you know about your right to complain to and your right to seek a legal remedy.
- 3.7 If your request is made by email, we will normally respond to you in the same way.

4. The Right to Rectification

- 4.1 We ask that you keep all of your personal information we hold up to date so that we can provide you with the right services at the right time.
- 4.2 If you are not able to update your own personal information using MYFCHO, or you have asked for changes and these have not been put into effect, or you feel we have done something wrong, you can ask us to rectify personal information and we will respond within one month. In complex matters we may extend this by a further two months.

- 4.3 If we decide that there is no need for your information to be rectified, we will normally tell you and explain to you why we have made that decision. At the same time we will let you know about your right to complain and your right to seek a legal remedy.

5. The Right to Erasure

- 5.1 There is no right in all circumstances to have personal information erased. For example if you have a tenancy with us we will not erase your information. We also retain personal information after tenants have left us and we will not normally delete or erase information from our systems for at least six years from the date a tenancy ended.
- 5.2 We may agree to erase personal information that is no longer necessary for business purposes or to comply with a legal obligation.

6. The Right to Restrict Processing

- 6.1 If our processing of your personal information is causing actual harm and you can demonstrate that, you can ask us to stop processing it. If it has been disclosed to third parties, we can inform them about any restriction on the processing, unless it is impossible or involves disproportionate effort to do so.
- 6.2 If we have restricted processing we will keep you informed if we decide to lift the restriction on processing.

7. The Right to Data Portability

- 7.1 This right only applies to personal information you have given to us. So if we only hold your name and address and some other brief details there would generally be little to port elsewhere. The right is of more use when transferring things like bank accounts or utilities.
- 7.2 If we decide that there is no need for us to do anything with your request we will tell you and explain to you why we have made that decision and let you know about your right to complain and your right to seek a legal remedy.

8. The Right to Object to Processing

- 8.1 This right will normally only come into play where you have been subject to direct marketing. Our communications are generally service related or service updates and not direct marketing. We will not stop processing your personal information where we use it to provide you with service updates or to contact you about your tenancy or rent payments.

9. Rights related to Automated Decision making and profiling

- 9.1 We are obliged to ensure that there are safeguards in place where we make automated decisions that affect you and there is no human input.

10. How to Exercise Your Rights

- 10.1 We aim to ensure that your exercise of your rights is made as easy as possible. For that reason we have ensured that you can exercise your rights by letter, email, or through the MyFCHO portal. If you are unsure about anything connected with the exercise of your information rights, please telephone us or visit our Customer Zone at our office on Union Street.
- 10.2 Contact details are as follows:
 First Choice Homes Oldham, First Place, 22 Union Street, Oldham, OL1 1BE
 Telephone: 0161 393 5599 Email: tellus@fcho.co.uk
- 10.3 When you contact us to exercise any of your information rights, we will normally ask for proof of identity in order identify that we are dealing with the right person. We feel that this gives everyone assurance that information security is being addressed in a reasonable and proportionate way.

11. If We Don't Get Things Right

- 11.1 We hope that this guide gives you confidence that we have all of the right things in place to do the right thing by you. Sometimes we might fall a bit short and if we do, we would really appreciate it if you could let us know what has gone wrong and we will try to put it right for you. If you want to contact us about anything you feel has gone wrong, or you want to give us feedback about how we can do things better, then please feel free to use our Complaint and Feedback process that can be found on our webpages or use the online form on our website, at <https://www.fcho.co.uk/about-us/getting-in-touch/>
- 11.2 If you find that we are unable to sort things out for you and you wish to complain to the Information Commissioners Office, our registration number is Z2868939.
- 11.3 The Commissioner's postal address is: Wycliffe House Water Lane, Wilmslow SK9 5AF.

12. Explaining the jargon:

Personal information is information about a living individual, which is capable of identifying that individual.

Processing is anything done with/to personal information, including storing it.

The **data subject** is the person about whom personal information are processed.

The **data controller** is the person or organisation who determines the how and why of data processing.

The **ICO** is the Information Commissioners Office.

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