



## FIRST HOUSING Aid & Support Services

### How we manage your information

#### First Housing Aid & Support Services Privacy Notice

In May 2018, the new general Data protection Regulation (GDPR) comes into effect, which gives you more rights around how your information is used. To make you feel confident about how we process your information, we've provided this Privacy Notice to make things clearer. See below for a summary of what it says.

#### How do we use your information?

We use your information in ways you would expect:

- manage the referral process and assess your suitability for a housing related support service
- decide whether or not you are offered a service comply with statutory and/or regulatory requirements and obligations, e.g.
- To deliver services as directed by Statutory Bodies such as Western Trust and Supporting People (Funders), Public Health Agency.
- ensure compliance with your rights and responsibilities
- ensure effective operational management and business administration
- monitor equal opportunities
- enable us to establish, exercise or defend possible legal claims

Please note that we may process your personal information without your consent, in compliance with these rules, where this is required or permitted by law.

#### Who do we share your information with and where do we get information from?

- Information may be shared internally within the Company for the purposes of delivering support including with members of other internal departments that can support you.
- External organisations for the purposes of Accepting Referrals conducting risk assessment needs assessment to determine suitability for this service.

- Professional bodies, such as Housing, Social Services, justice agencies etc. We may also need to share your personal information with a regulator or to otherwise comply with the law.

#### How do we protect your information?

We have put in place measures to protect the security of your personal information. In addition, we limit access to your personal information to those employees, workers, agents, contractors and other third parties who have a business need to know in order to perform their job duties and responsibilities.

#### How can I find out more?

Our full Privacy notice contains more detail about:

- How we use your information
- The reasons for using your information
- Our retention periods
- Your rights, including how to get a copy of your information, how you can have it corrected or erased, how you can object to our use; and
- How to contact the compliance manager

You'll find a full notice at [www.first-housing.com](http://www.first-housing.com) or you can call Eileen Best, Director of Operations at 02871266115; e-mail: [eileenbest@first-housing.com](mailto:eileenbest@first-housing.com)

#### Do I have to do anything?

No, this is just information; you don't have to do anything