

Tenants in your area  
think this leaflet is  
helpful and easy  
to understand



standards & feedback

# Information we hold

*What we have & how you can get a copy*

Available in large print, Braille and on CD

# Northwards Housing holds information about you on computer and in paper files.

## Find out here:

- what kind of information we keep
- how we use it
- who we share it with
- how you can get hold of a copy; and
- how to complain about the way we use the information.

**You can also find out how to get copies of information about Northwards Housing's business.**

## Information about Northwards Housing

You have a legal right to see all types of recorded information held by public organisations, including Northwards Housing. The law says we must do this under the 'Freedom of Information Act'.

### What information about Northwards Housing can I see?

You can ask to see lots of information that we produce, such as

- our newsletters
- information about our performance
- our policies and procedures.

We have listed everything you can read on our website [www.northwardshousing.co.uk](http://www.northwardshousing.co.uk). The list is called a 'publication scheme'. If you don't have the internet you can ask for a copy of the list by contacting us on the details listed on top of page 5.

### How can I get to see the information?

If you want a copy of anything we produce as a business, you can ask for this information by writing or emailing us on the contact details at the top of page 5. Just tell us what you are looking for and what format you need it in. If you're not sure what information we've got about the subject you're interested in, please contact us for advice.

### What happens when I ask for information?

With a few exceptions, (such as third-party or commercially sensitive information) we'll send you the information you've asked for. We may need to ask you a few questions to make sure we

give you exactly what you want. You do not have to tell us why you want the information. If we don't have the information we'll let you know as soon as possible and tell you – if we can – where else you might find it. If we do have the information you request, we'll send you a copy within 20 working days (4 weeks). If possible we'll provide it in the format you require, such as another language, audiotape, Braille, by email or on CD.

### **Do I have to pay for the information?**

You can have a copy of anything listed in the publication scheme listed on our website free of charge.

If the information is not normally published but will not take long to find and copy, we'll send it for free.

If you have made three or more different requests within six months, we will charge you a fee, to cover the cost of finding the information. This will cover the cost of administration and will usually be no more than £10. You will need to send payment before we can give you the information.

### **What if I have a question after I get the information?**

Firstly check whether there are any contact details on the information you received.

If not, contact us and we will help you find the right person to speak to.

### **Is there any information that you can't provide?**

There may be some information we can't send you.

Some examples are:

- someone else's confidential information (everyone's personal information, including yours, is protected)
- confidential information about the organisation, such as details about our employees.
- information given to us confidentially.

If we're not able to give you some or all of the information you ask for, we will usually let you know why.

### **Our responsibilities:**

Northwards Housing will:

- make sure any personal information we keep is accurate, and that we remove it when we no longer need it
- deal with requests for information and queries promptly
- advise and assist you with making requests for information
- help you understand any information we provide.

# Information about you

## What kind of information do we keep?

We receive information about you in two main ways:

1. you give us most of the information we hold when you fill in forms before you become a tenant and during your tenancy
2. other agencies that work with you, such as the council, Manchester Benefits Service, Social Services and perhaps the police, sometimes pass on personal information to us.

## How do we use your information?

We use information you give us about your rehousing needs to decide what kind of home you need and how quickly you need to move there. When you become a tenant we use your personal information to help us manage your home and the surrounding neighbourhood, such as the kind of support and services you need.

## How do we share your information?

We share your information with other agencies – like the Council, Social Services, Manchester Benefits Service or the police, but only when we need to. For example, in preventing crime or providing extra support. We ask them to make sure they keep the information safe and remove it from their files when they no longer need it. They are not allowed to pass the information onto anyone else.

## How can you see the information we keep about you?

You have the right to see any of the information that we hold about you. To ask for information simply fill in and return the form at the end of this leaflet. If you need, you can ask someone else to fill in the form for you. We will acknowledge your request and send what you have asked for

within 40 days (8 weeks). The law says we must do this under the 'Data Protection Act'.

### How can you complain?

If you feel that the way we use or keep your information is causing you damage or distress you can write and ask us to stop using the information. We do not have to do that if:

- you have said we can use the information (such as for your housing application)
- we are using it to perform a service for you (such as maintaining your home)
- we must use the information by law (such as in anti-social behaviour cases or criminal activities).

## Contact details:

Head of Business Support  
FREEPOST Northwards Housing HQ  
Manchester

(You don't need to use a stamp)

**Tel:** 03000 123 123

**Fax:** 03000 124 123

**Email:**

[info@northwardshousing.co.uk](mailto:info@northwardshousing.co.uk)

### Where can I get more information?

To find out more about how businesses keep and use your personal information, or how to get hold of information about public organisations, please contact the Information Commissioner on:

**Tel:** 01625 545745

**E-mail:**

[mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk)

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

**Post:** The Information  
Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire SK9 5AF.

If you want to know more about the information we produce as a business please see pages 2 to 3. You don't need to fill in the form in this leaflet.

If you want to know exactly what we know about you, please fill in the form overleaf.

This isn't a complaints form. If you want to make a complaint about Northwards Housing, see our leaflet 'Unhappy with our service?' in your tenant handbook or pick one up from your local area office.



# Personal Information request

## 1. Your details

Full name

Address

Telephone

Email

## 2. Are you asking for information about yourself? Yes No

Do you want information:

about yourself? (Please send proof of your identity with this form – a photocopy of your driving licence or birth certificate is fine).  
Please fill in sections 3-5

about someone else?  
Please fill in sections 3-9

## 3. Please tell us about the information you want

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**4. Do you need the information you have asked for in any other format:**

large print    audiotape    Braille    BSL

Another language, please state

**5. Declaration**

Please note: if you have deliberately given us information that is not correct, you could be taken to court.

I (add name)

confirm that the details I have given on this form are true. I understand that Northwards Housing may need to check my identity and I may need to give more details so they can give me the information I have asked for.

Sign here       Date

# If you're filling in this form for someone else

## 6. Your details

Full name

Telephone

Email

## 7. How do you know the person asking for information (for example relative, neighbour)?

## 8. Please tell us why you are asking for information on their behalf

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## 9. Signature of the person requesting information

Sign here

Date

## Extra services for customers with reduced hearing or vision

To get this leaflet in Braille, large print or on CD:

**Call:** 03000 123 123      **E-mail:** info@northwardshousing.co.uk

**Fax:** 03000 124 123      **Text phone:** 0161 274 0899

Nëse këtë dokument e doni të përkthyer, ju lutemi telefononi numrin më poshtë, ky dokument gjendet edhe në gjuhën braille, në format me germa të mëdha ose në CD.

Albanian

إن كنت تريد ترجمة هذه الوثيقة، يرجى الاتصال بالرقم المذكور أدناه. تتوفر هذه الوثيقة أيضاً بطريقة برايل للمكفوفين وبالحر و ف الطباعة الكبيرة أو على قرص مدمج – سي دي.

Arabic

如果您想要一份中文译本，请打下列电话。  
这文件也有盲文版、大字体版和 CD 光盘备索。

Chinese

Přejete-li si překlad tohoto dokumentu zavolejte prosím na níže uvedené číslo. Tento dokument je také k dispozici ve slepeckém písmu, ve velkém formátu nebo na CD.

Czech

Si vous désirez une traduction de ce document, appelez le numéro ci-dessous. Ce document est également disponible en braille, en gros caractères ou sur CD.

French

نه گه ر پښت خوښه ته رجومه ي نه م به لگه نامه به وه رگريت، تکايه په يوه ندي بکه به نه و ژماره ي خواره وه. نه م به لگه يه هه ر وه ها به ښووازي نوسراوي کوښران، به چاپي گه زره و بيان له سه ر سي دي هه يه.

Kurdish

Se deseja obter este documento traduzido, por favor contacte o número abaixo, este documento também está disponível em Braille, impressão grande ou CD.

Portuguese

Haddii aad rabto in dukumeentigan lagu turjumo fadlan soo wac lambarka hoose, waxaa dukumeentigan weliba lagu heli karaa farta Braille ee dadka indhaha la', far waaweyn ama cajal (CD).

Somali

اگر آپ اس دستاویز کا ترجمہ چاہتے ہیں تو براہ کرم نیچے دئے گئے نمبر پر کال کریں، یہ دستاویز بریل، بڑی چھپائی یا سی ڈی کی شکل میں بھی دستیاب ہے۔

Urdu

03000 123 123