

RESIDENT INVOLVEMENT SURVEY PRIVACY NOTICE

At NPH we are committed to protecting and respecting your privacy.

This privacy notice is designed to help you understand how and why Northamptonshire Partnership Homes (NPH) processes your personal data. This notice should be read in conjunction with the NPH Corporate Privacy Statement ([Link](#))

Who are we?

NPH is a 'data controller' as defined by Article 4(7) of the UK General Data Protection Regulation (UK GDPR) and is registered with the Information Commissioner's Office (Reference ZA092170). This notice applies to information we process in relation to satisfaction and other tenant surveys.

Why do we need to process your personal information for this purpose?

We complete tenant satisfaction surveys looking at all aspects of our service and these include on a routine basis:

- when a repair has been completed
- following resolution of a complaint
- on aids and adaptations
- after improvement works have been completed
- following resolution after reporting anti-social behaviour
- feedback on the services we provide to tenants through our Tenant Satisfaction Measures (TSMs) survey

We also complete one off or occasional surveys with tenants on other parts of our service, where we need feedback or where we are proposing to make changes to our service, strategies or policies.

The results from these surveys are used to monitor performance, for research purposes and to gather feedback which helps us identify areas for improvement or for business planning and influence strategies or policies.

How we will collect and use your personal data

The surveys can be carried out by post, email, text message, or over the phone.

All data lists that we use to send surveys is controlled within NPH. We only gather data for the purpose of the consultation. Personal data may include, but not limited to:

- name,
- address,
- property/application reference number and
- contact details

- in certain surveys we will request demographic information such as age, sex, length of tenancy, tenancy type, ethnicity, religion - we collect it to establish if we are getting involvement from hard to reach groups and that all resident voices are being heard.

Any dissatisfaction or comments received from surveys will not be treated as a complaint, but all our surveys give details on how tenants can make a complaint if they remain unhappy.

We may use third party partners, for collecting feedback from our surveys and for carrying out any analysis.

We analyse responses by extracting a report. This is then stored safely on our system with limited access. The results from the surveys are used to produce anonymous reports, we do not include any personal or identifiable data in these reports. The anonymous reports are distributed to the relevant teams, departments, SMT, EMT or Board.

All of your information will be processed, protected and disposed in accordance with the General Data Protection Regulation (GDPR) and will only be used by us to deliver or improve our services. We will not disclose any personal information to any other third parties unless required to do so by law.

You can choose not to respond to any survey. If you no longer wish to participate in surveys, you can contact us to advise that you wish to opt out of future surveys.

You can opt out of future surveys by emailing us at dataprotectionNPH@nph.org.uk or by phoning us on 0300 330 7003

Our Legal Basis for processing your information

We have a legitimate interest to process your information for this purpose as it enables us to ensure that our services are meeting our tenants needs.

Who we may share or allow access to your information with

We may utilise a third party to carry out the survey on our behalf. Prior to any processing commencing a Data Sharing Agreement will be concluded to ensure that any personal data shared is handled safely and in accordance with GDPR principles. Names and contact details will be shared with the organisation carrying out the survey in order for them to administer the survey

We do not share the personal data supplied in your survey unless you have given us permission to do so and there is a reason to share your information to enable us to follow up an issue you raised. In this instance we will feed back individual comments to the relevant person to address any problems raised and to enable practices to be reviewed. The relevant person can include an officer in NPH who is responsible for

resolving the query or issue you have raised, or a contractor who has completed a repair or service in your home.

How long will your information be kept?

Any identifiable data will be retained in accordance with the NPH Data Retention and destruction Policy

Our surveys do not use automated decision making or profiling.

For more information about how we use and protect your data, your privacy rights and the complaints process, please see our Corporate Privacy Statement ([link](#)) or contact the Data Protection team on dataprotectionNPH@nph.org.uk or on 0300 330 7003. You can also write to the DPO by post at Northamptonshire Partnership Homes, One Angel Square, Angel Street, Northampton, NN1 1DE.