

RENT COLLECTION PRIVACY NOTICE

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 our General/ 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). NPH is registered with the Information Commissioner's Office as a Data Controller (Reference ZA092170) and we are the data controller for the purposes of managing personal data associated with rent payments made, collection of arrears and any associated transactions.

What personal information do we collect?

We use your information held on our housing management system, that we have collected from you both during the tenancy application process and from subsequent updates you have informed us about during your tenancy, in order to manage your rent account in relation to your tenancy.

With regards your direct debit to make your rent payments, you can phone your Rent Income officer to provide your details or submit a direct debit form either online or by sending to us by post. If your account details change you can also notify of the change in this way.

Where we take a payment direct from you our payment systems do not retain any information about the bank account being used and there are no circumstances where we voice record card payment information.

Why do we collect your personal information?

We collect and process your personal information in order to administer rental payments made to NPH, to collect arrear rentals and where necessary proceed with court proceedings.

As part of our tenancy allocation process, you will have been advised of the amount of rental to be paid, how you will pay and the payment frequency.

We will serve you notice whenever there is a change in the gross rent for the property.

Should you be unable to make your rent payments or reach an arrangement with us to repay your debts we will process your information to take possession proceedings against you in the County Courts.

Who do we obtain your information from?

Much of the information we process will be obtained directly from yourself at tenancy sign up or during interactions during the tenancy.

Who do we share this information with?

All the information we receive from you is stored confidentially and securely in our systems, with access controls applied and only staff with a business need permitted to seeing your information.

Personal information may be disclosed to West Northamptonshire Council in order to process refund payments

The following organisations may also receive your information if required by law:

- Department of Works and Pensions
- any other organisation and/or regulator when we are legally required to disclose your information

How long do we keep your information for?

Information is retained in accordance with the provisions of the Data Retention and Destruction Policy. We will keep your information securely for six years from the date your tenancy is terminated with the following exception:

- Documents relating to legal action will be kept for five years from end of legal action.

You can read more information on retention in NPH's Data Retention and Destruction Policy

What is our lawful basis for processing your information?

NPH relies on the following lawful basis to process your personal data:

- UK GDPR Article 6 (1) (e) - processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller

The relevant statute that underpins the processing is.

- The Housing Act 1996 (As Amended)

For more information about how we use your data, including your privacy rights and the complaints process, please see our [General Privacy Statement \(link\)](#)