

PROCEDURE FOR ACCESS TO INFORMATION (Information for residents and applicants)

1. Hastoe complies with the rights of tenants, former tenants, applicants and former applicants for housing to have access to information held on them.

Hastoe will be as open and helpful as possible and will respond to requests for information without undue delay.

Current and former applicants for housing and current and former tenants will be allowed access to personal information relating to themselves. Information held on computer and information held on file will be made available. Joint applicants and joint tenants will have the same right but will not be given information about each other.

2. Requesting a copy of personal information that we hold about you is known as a 'subject access request' (SAR). SARs need to be made in writing (we have a subject access form you can use for this purpose). We have one calendar month within which to provide you with the information you've asked for (although we will try to provide this to you as promptly as possible).
3. Access to information will be provided, on provision of proof of identity, either
 - i) in person, at the regional office by prior appointment or
 - ii) by post, in which case copies will be provided within one month of receipt of written request.

Acceptable forms of identity will include passport, driving licence and utility bill containing your name and address. We may also ask for your National Insurance number and date of birth as verification.

When information is requested Hastoe will state whether it is held and if so whether it can be made available under Hastoe's confidentiality policy.

Where access is refused or restricted Hastoe will state the exemptions concerned.

In all cases copies of the request and copies of the information and data supplied will be retained by Hastoe in case of challenge.

4. Hastoe will correct or erase any information which it is satisfied is inaccurate. The document will be marked accordingly and copied to the tenant or applicant. An individual may also request from the controller (ie Hastoe) rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to object to such processing.
5. Access will not be given to information about possible action or proposals by the association concerning an individual, for example action concerning arrears of rent or other breaches of tenancy conditions.

6. Information supplied to Hastoe by third parties or outside bodies, such as housing departments or social services, will only be made available with the explicit agreement of the person or organisation that supplied it. Consent to disclose such information will be sought within 14 days of receiving a request from a tenant or applicant.
7. Hastoe will not make available information that:
 - identifies someone who has not consented to the disclosure;
 - concerns an individual's health, for example from a doctor, and may cause harm;
 - is held for the purposes of crime prevention;
 - is subject to legal professional privilege.
8. Hastoe will make no charge for providing access to information as described in this procedure. However, if a request is manifestly unfounded or excessive, particularly if it is repetitive, Hastoe may charge a reasonable fee based on the administrative cost of providing the information. Hastoe may also charge a reasonable fee to comply with requests for further copies of the same information. The Government can set a limit on these fees. At present no fee limit has been set.
9. Where tenants, former tenants, applicants or former applicants are dissatisfied with a decision to withhold information, or not to amend existing records, they may make a formal complaint to Hastoe or the Information Commissioner's Office (ICO).
10. Hastoe will take all possible steps to provide equal opportunities for all people. The Association is opposed to discrimination on any grounds, including race, religion, gender, marital status, sexual orientation, disability, age or other unjustifiable criteria.