

3

Your guide to...

protecting your information



Information
for customers of
Parkway Green
Housing Trust



Your guide to... protecting your information

We need to keep certain information about you so that we make sure our services meet your needs.

The rules about how we store this information are covered in the Data Protection Act. We may keep details about you on computer or paper.

What is the Data Protection Act?

The Data Protection Act 1998 exists to protect your privacy. The Act sets out how personal and sensitive information should be kept. It states that we can only keep information which is relevant and concise. We cannot keep data any longer than is necessary.

The Act means that you have a right to access personal information that we keep about you. If you believe that any of the details are incorrect, you can ask us to change them.

How do I find out what information you keep about me?

To find out what information we keep about you please contact us.

We will need your name, address and details of any specific personal data you are interested in.

We will reply within 28 days. We will charge £10 for responding to your request, this is to cover the cost of researching your details. You will need to provide proof of your identity before we will show you the information.



What next?

If you want to discuss the information we give you, we can arrange for you to speak to a member of staff. They will explain why data is being held, any technical terms and answer any other questions you may have.

If you think the information we hold about you is incorrect, please write to us. You will need to explain why you think it is incorrect and request that we amend our records. We will respond within 21 days to tell you if we do not agree. You can ask for your disagreement to appear on your records for future reference.

Are there any exceptions?

Occasionally, we cannot show you some of the data we keep about you.

We may not show you data if:

- ➔ It contains someone else's personal data and it is not possible to block this out
- ➔ It is being used as part of an investigation into a possible criminal offence and it would damage the investigation if it were disclosed
- ➔ It has been provided by a third party within an expectation that we keep it confidential

- ➔ You make repeated requests over a short period of time and we have already responded to your request
- ➔ The disclosure of data may cause serious harm to someone.

Further information

For more information about how we protect your data contact us on 0300 111 0000.

Alternatively, you can contact the Information Commissioner by telephoning 01625-545-745 or by visiting www.ico.gov.uk.

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

Phone: 0300 111 0000 Email: info@parkwaygreen.co.uk

Textphone: 0161 945 5730

للحصول على هذه المعلومات بأي لغة أو بالبرايل أو بالحروف الكبيرة أو على شريط الرجاء الإتصال برقم الهاتف الموجود أسفله.

Arabic

如欲索取這資料以任何語言或盲人用點字、大字印刷編制的版本或錄音帶，請致電下列號碼。

Chinese

لطفا برای دریافت این اطلاعات به زبان های دیگر، به خط بریل (خط ویژه افراد نابینا)، چاپ درشت و یا بر روی نوار با شماره تلفن زیر تماس بگیرید.

Farsi

Pour recevoir ces informations dans d'autres langues, en Braille, en gros caractères, ou sur bande sonore, prière d'appeler le numéro de téléphone ci-dessous.

French

यदि आप यह जानकारी किसी दूसरी भाषा, ब्रैल, बड़े प्रिन्ट या टेप में चाहते हैं तो कृपया नीचे दिये गये नम्बर पर फोन कीजिए।

Hindi

بۆ بەدەست هێنانی ئەم زانیاریانە بە هەر زمانێک یان بە بریال، پیتی گەورە یان لەسەر شریت، ئەوا تکایە تەلەفۆن بکە بۆ ئەم ژمارەیە خوارەوه.

Kurdish

Si aad u hesho macluumaadkaani oo ku qoran luqad kasta, tan indhoolaha, daabacaad balaaran ama cajal ku duuban fadlan telefoonka hoos ku qoran:

Somali

یہ معلومات کسی بھی زبان، بریل، بڑے حروف یا ٹیپ پر حاصل کرنے کے لئے براہ کرم ذیل کے نمبر پر فون کیجئے۔

Urdu

Nếu cần bản tin này bằng ngôn ngữ khác, bằng chữ nổi cho người mù, chữ in lớn hay băng ghi âm, xin vui lòng gọi điện thoại số dưới đây:

Vietnamese

0300 111 0000

Contact us

By phone

0300 111 0000

Phone this number for any Parkway Green service or to arrange an appointment for us to visit you, 8am - 5.30pm, Monday to Friday.

By email

info@parkwaygreen.co.uk

By post

Parkway Green Housing Trust
Parkway Green House
460 Palatine Road
Northenden
M22 4DJ

In person

Visit our local offices:

Parkway Green House
460 Palatine Road, Northenden,
M22 4DJ

or

137 Bowland Road,
Baguley, M23 1LE

Our offices are accessible to disabled people

