

## ACCESS TO PERSONAL INFORMATION

### 1. INTRODUCTION

Tenants and applicants of Prospect Community Housing have a right to see personal information relating to them which is held on computer or in files. This information sheet sets out how to apply to see your file.

### 2. WHAT YOU NEED TO DO

When you wish to gain access to your file you should notify Prospect in writing outlining the following:

- your full name and address;
- your date of birth;
- your reference number;
- whether you want to see all parts of your record.

There is a standard fee of £5.00 for supplying a copy of, or allowing you to see your file.

### 3. WHAT PROSPECT WILL DO

The Housing Management staff will respond to your request for access to information within 30 days.

Prospect does not have to supply the record until the fee has been paid.

If the record contains information provided by a third party i.e. a letter from your doctor or landlord, Prospect must contact the person concerned within 7 days asking permission for you to see the information. The individual has 14 days to agree or not. These time periods are not included in the 30 days. If the individual does not agree to you seeing the information they have provided, this will be removed from your file before you see it.

By law, you do not have the right to see information in your housing record which:

- was manually recorded before 20 August 1992;
- would identify another individual – without their permission;
- Prospect considers would be likely to cause serious mental or physical harm to you or anyone else;
- concerns a proposed course of action by Prospect e.g. action over rent arrears;
- is subject to legal privilege;
- was supplied to Prospect subject to legal obligation that it should not be disclosed.

**4. WHAT IF MY DETAILS ARE NOT CORRECT?**

If you think details in your personal record are incorrect, you can apply for inaccuracies to be corrected. The Housing Manager will either make the necessary correction or if he/she does not agree that the record is inaccurate, will make a note in the relevant part of the records of the matter alleged to be inaccurate. You will be provided, without charge with a copy of the correction or the note.

**5. WHAT IF I'M UNHAPPY WITH THE OUTCOME?**

If you are dissatisfied with the manner in which your application was handled e.g. the record was not supplied within the correct time limit, you should write to the Director and your complaint will be dealt with through the Prospect complaints procedure.

**6. REVIEW**

The Housing Manager will ensure that this policy is reviewed by the Housing Management Sub Committee at least every three years and that any amendments required are submitted to the Management Committee for approval.

Reviewed by Housing Management Sub Committee on 19 July 2006

Review approved by Management Committee on 30 August 2006

Signed.....Date.....  
(Chairperson)