

How we collect personal information

We collect information in a variety of ways including using this website (see Information we collect via this website and Cookies); on various forms, tenancy agreements, and contracts; through our on-going contact with you;

The legal basis on which we will collect information will relate to one of the following:

- *Contract;*
- *Consent;*
- *Legal Obligation;*
- *Legitimate Interests (CCTV etc.).*

When you apply to access VHA services, we request and hold on file any references necessary to assess your application including as appropriate (but not limited to) references from other housing providers/private landlords, your mortgage lender (if you own/have owned your own home), the Police, the Probation Service, support workers, social workers, mental health workers and credit reference agencies.

If you provide us with personal information relating to members of your family or your associates we will assume that you do so with their knowledge and their consent to the collection and processing of the information.

It is important that you notify us of any changes to your personal information.

under the Data Protection Legislation, VHA may collect personal data:

- To fulfil a contract we have with tenants, and/or;
- When it is in VHA's legitimate interest.

Under the Data Protection Legislation we may collect and process personal data in accordance with the following lawful bases:

- When you consent to it
- To fulfil a contract we have with you
- When it is our legal obligation to comply with the law

When it is our legitimate interest (providing it does not unfairly go against what is right and best for you. If we rely on our legitimate interest, we will tell you what that is).