

## **How we use this information**

We will collect, process, share and securely store personal information in compliance with the Data Protection Act.

All information will be retained in accordance with the requirements of our retention schedule.

We keep these records to allow us to:

- Make allocations
- Manage tenancies
- Receive rent and service charges
- Ensure bills and benefits are accurate and paid accordingly
- Provide a repairs and maintenance service
- Provide home ownership products
- Offer help with debts and benefits
- Provide Support services which help customers achieve their goals
- Prevent & detect crime and resolve disputes
- Promote safety and the quiet enjoyment of our neighbourhoods & communities
- Engage with customers and make improvements to our products and services
- Promote equal opportunities and fair treatment for all colleagues and customers
- Provide employment and training advice and opportunities
- Manage employment and colleague development
- Work with partners to deliver mutual success
- Provide information (e.g. about products and services) you request from us