

Sharing your information

Your personal information will be kept secure and confidential. Usually we will not disclose personal data without consent but we may share information with contractors or third parties and other agencies we work with, including Local Authorities, Social Services, Police, other social landlords and other agencies when VHA believes it is in your or the public's interest to do so, or as required by law.

Examples of organisations we may share your information with, where appropriate, are:

- Contractors
- Local Authorities
- Housing Benefit
- DWP
- Social services
- Police
- Probation Service
- Other landlords
- Utilities companies
- Council tax
- Debt recovery agency
- Courts
- Payroll bureau
- Pensions Companies
- Job Centre Plus
- HMRC
- Printers
- Fire Service
- Support agencies
- Health services

In particular, please be aware:

Current or forwarding addresses may be shared with utility companies and Council Tax offices to ensure billing details are correct.

If you default upon any tenancy/licence conditions information about you may be provided to authorised debt recovery agencies, to enable them to recover the debt. This may affect future applications for tenancies, credit and insurance.

We may discuss your financial situation, rent payments (including any arrears) and any claims made for welfare benefits with; an external debt advice agency, Welfare rights advisor, the housing benefit department or the local authorities housing advice and homeless prevention team to make sure that benefits are paid correctly.

We will not share your personal information without your consent, unless allowed by law.

We may share customers' personal information on a collective basis with other organisations to help us gain insights in to our customer base, so we can target and deliver our services in a way that maximises benefits for our customers. Whenever we do this, we will ensure that your personal information is handled under strictly controlled conditions and in accordance with the requirements of the Data Protection Act.