Data Protection Policy

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Owner: Legal Manager / Data Protection Officer

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V2.0	Full review	15/12/2011	Resources committee	December 2012
V1.0	New policy	14/10/2009	Resources committee	October 2010

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1. Our policy…

1.1 Everyone has rights with regard to the way in which their personal data is handled. During the course of our activities, we collect, store and process personal data about our customers, colleagues, suppliers, and other third parties and we recognise that the correct and lawful treatment of this data will maintain confidence in our business activities.

1.2 All areas of the Ongo group are responsible for collecting, processing, storing and safe keeping of personal data about our customers, colleagues, suppliers and other third parties.

1.3 We manage personal information in accordance with the retained EU law version of the General Data Protection Regulations ((EU)2016/679) ("The UK GDPR), the Data Protection Act 2018 ("The DPA") and the Data (Use and Access) Act 2025 ("DUAA").

1.4 The UK GDPR, DPA and DUAA controls how personal information we hold about our customers and colleagues is used. Everyone using the data has strict rules to follow; "Data Protection Principles". We must make sure personal information is:

- used fairly, lawfully and in a transparent manner
- Collected for specified, explicit and legitimate purposes and not processed in a manner which is incompatible with those purposes
- Adequate, relevant and limited to what is necessary in relation to the purpose the data is being used for
- Accurate and, where necessary, up to date
- kept for no longer than is necessary
- Kept securely so that data is protected against unauthorised use, accidental loss, destruction or damage

2. It applies to…

2.1 This policy applies to all colleagues within the Ongo group. This includes those employed within our commercial businesses, Ongo Roofing (trading as Ashbridge Roofing Solutions Ltd.) and Ongo Heating and Plumbing (trading as Hales and Coultas) and Trent Valley Electrical Services Ltd. The policy also applies to Board members, tenants, and customers.

2.2 Any external organisation and/or person(s) working on behalf of Ongo and its subsidiaries are required to comply with this policy.

2.3 All managers are responsible for ensuring their teams comply with this policy and need to implement appropriate practices, processes, controls and training to ensure compliance.

2.4 The Data Protection Officer ('DPO') is responsible for overseeing this policy and developing related policies and guidelines as applicable. The DPO role at Ongo is held by the Legal Manager.

2.5 The DPO can be contacted by calling 01724 298772 or via e-mail dataprotectionteam@ongo.co.uk.

2.6 The DPO should be contacted with any questions about this policy, the data protection legislation or if you have any concerns that this policy is not being or has not been followed.

2.7 You must always contact the DPO in the following circumstances:

- if there has been a data protection breach
- if you are unsure that you have a lawful basis to use personal data in a particular way
- whenever you are engaging in a new activity which may affect privacy rights of individuals
- if you need to rely on or capture consent
- if you need to draft a privacy notice
- if you are unsure about how long you should keep personal data for
- if you are unsure about what security measures you need to implement to protect personal data
- if you need any assistance dealing with any rights invoked by an individual
- if you need help with any contracts or other areas in relation to sharing personal data with third parties
- if you need to transfer personal data outside of the UK

3. Because we want to...

3.1 The aims of this policy are to ensure that:

- we are legally compliant
- individuals and Ongo are protected
- all controls are in place to avoid any data protection breaches
- all colleagues, customers, suppliers/contractors and other stakeholders understand what data protection is and how it is managed across Ongo

4. Our legal basis for processing personal data...

4.1 Personal data must be processed lawfully, fairly and in a transparent manner.

4.2 Ongo may only collect, process and share personal data fairly and lawfully and for specified, explicit and legitimate purposes. The DPA restricts Ongo's actions regarding personal data to specified lawful purposes. These restrictions are not intended to prevent processing but ensure that personal data is processed fairly and without adversely affecting individuals.

4.3 The UK GDPR,DPA and DUAA allows processing for specific purposes, these include:

- The processing is necessary for the performance of a contract
- To meet legal obligations
- To protect an individual's vital interests
- The processing is necessary for the performance of a task carried out in the public interest
- The processing is necessary for legitimate business interests, provided that those interests are not overridden by the rights and freedoms of the individual
- Where applicable, processing may also be based on a recognised legitimate interest introduced by the DUAA, provided the processing falls within the relevant statutory conditions and is recorded appropriately.

5. What information we collect...

5.1 As a business Ongo may collect, process and store information such as:

- Tenant and customer names, dates of birth, National Insurance Numbers, photographs, contact details and contact preferences
- Data on children and young adults if and when necessary, and the details of other individuals living in Ongo's properties, client warnings and rent account warnings
- Equality and diversity data, i.e. the 9 Protected Characteristic information about tenants and customers
- Applications for housing, including references, pre-tenancy assessments, housing history and income details
- Financial details including bank details, benefit support, rent account details and income and expenditure assessments
- Physical and mental health details
- Details of any criminal convictions or legal proceedings
- Complaints of anti-social behaviour
- Call recordings
- Complaints about services
- Repair logs
- Details of any support received by tenants and customers including care packages and plans and details of support providers
- CCTV images

- Any other information necessary to manage the contract/s.

5.2 As an employer, Ongo may collect, process and store information such as:

- Colleagues' names, contact details, dates of birth, National Insurance numbers, tax code, identification documents and photographs, ethnicity;
- Disability information
- Bank details
- DBS check information
- Attendance, sickness and absence records
- Details of education and qualifications
- Work experience and previous job history
- Employment terms and conditions
- HR records including performance and workplace monitoring
- Details of any accidents
- Training records
- Any disciplinary / capability / grievance details
- CCTV images

6. Why we collect this information…

6.1 Ongo may process this information to carry out business activities. This includes:

- Letting, renting, selling and leasing properties
- Administering waiting lists
- Carrying out research
- Administering housing and property grants
- Providing associated welfare services, advice and support
- Maintaining our accounts and records
- Supporting and managing our colleagues, agents, and contractors

6.2 Ongo may use personal information to respond more efficiently and accurately to enquiries, provide services to and / or managing relationships with tenants and customers, and use the information to:

- Notify tenants and customers of changes Ongo are planning to make to service provision
- Help us improve services and delivery of these services
- Inform tenants and customers about services or events

6.3 Ongo may apply markers to the tenant and customer information held (for example, in relation to vulnerabilities or health status) to enable Ongo to tailor and deliver services appropriately and to comply with health and safety obligations to colleagues.

6.4 The DPA requires Ongo to provide detailed, specific information to individuals depending on whether the information was collected directly from the individuals themselves or received from elsewhere. Such information must be provided through appropriate privacy notices which must be concise, transparent, intelligible, easily accessible, and in clear and plain language so that an individual can easily understand them.

6.5 Whenever personal data is collected directly from individuals, including for People and Culture team or employment purposes, we will provide the individual with all the information required by the DPA including the identity of the data controller and DPO, how and why the data will be used, processed, disclosed, protected and retained through a privacy notice which must be presented when the individual first provides the personal data.

6.5.1 Where an individual is both an Ongo employee and a tenant, personal data relating to their employment and personal data relating to their tenancy will be identified and stored separately.

6.6 A copy of Ongo's privacy notices can be requested via the Data Protection Officer.

7. We will...

7.1 The personal data collected will be adequate, relevant and limited to what is necessary in relation to the reasons for which it is obtained and all necessary consent given by the individuals.

7.2 Ongo will not use personal data for new, different or incompatible reasons from that disclosed when the information was first obtained unless the individual has been informed of the new reasons for using their personal data and they have consented where necessary.

7.3 Personal data will only be collected, used and processed where job duties require it. Personal data cannot be collected, used or processed for any reason unrelated to our job duties.

7.4 Ongo will ensure that when personal data is no longer required, it is deleted or anonymised in accordance with its Data Retention Policy. All colleagues are required to comply with our Data Retention Policy.

7.5 Ongo will comply with the law when required to undertake Disclosure and Barring Service (DBS) checks in line with our DBS Procedure.

8. Media…

8.1 As part of Ongo's activities, photographs, record images and audio of individuals may be taken within our offices and communities where considered it is necessary and appropriate to do so.

8.2 CCTV retrieval from Ongo's recordings can be requested through Ongo's Customer Experience team. This will be processed in line with Ongo's CCTV Procedure.

8.3 Ongo will seek the necessary consent for quotes and data to be taken of individuals for our communication, marketing and promotional materials including:

- For use within offices on notice boards, magazines, brochures, newsletters etc.
- For use outside of offices by external agencies such as a photographer, newspaper, campaigns etc.
- For use online

9. Sharing personal information…

9.1 Ongo will not normally share personal data with anyone else. However, there are certain circumstances where Ongo will be required to share personal data with other organisations and we will comply with the UK GDPR, DPA and DUAA when disclosing this information.

9.2 Ongo will share data with all areas of the business, affiliated organisations and contractors, where the information relates to warnings logged on systems in order to safeguard colleagues', contractors and other colleagues' safety.

9.3 If Ongo or contractor colleagues become aware of an employee safety issue with regards to a tenant or customer, this information will be shared with the appropriate teams and/or individuals to ensure the safety of all concerned.

9.4 Personal information may be shared in some circumstances with other agencies. Ongo will obtain necessary consent before referring tenants or customers to another service provider.

9.5 Sometimes personal information will be shared with suppliers and/or contractors who provide services to tenants and customers on behalf of Ongo – e.g. Gas Servicing.

9.6 The data shared is limited to the specific information the supplier requires in order to carry out their service as well as any additional information that ensures Health & Safety obligations are met. Contractors will handle this data correctly through

the contract terms, and UK GDPR, DPA and DUAA compliance will be checked as part of the formal procurement process.

9.7 Ongo will be responsible for the fair and lawful processing of personal data shared with other third parties, making sure this occurs through setting data sharing agreements either in contracts or as stand-alone agreements.

9.8 Ongo will share personal data with law enforcement and government agencies or public bodies where legally required to do so. Examples include:

- The prevention or detection of crime and/or fraud
- The apprehension or prosecution of offenders
- The assessment or collection of tax owed to HMRC
- In connection with legal proceedings
- Where the disclosure is required to satisfy our safeguarding obligations
- Research and statistical purposes.

9.9 Ongo may share information where necessary with emergency services and local authorities where this is necessary for them to respond to an emergency situation.

9.10 Where it is required or necessary in accordance with the DPA, Ongo may share information with:

- Current, past or prospective employers
- Family, associates and representatives of the person whose personal data we are processing
- Educators and examining bodies
- Suppliers and service providers
- Financial organisations
- Central government
- Auditors
- Survey and research organisations
- Other housing associations, trusts or local authorities
- Trade unions and associations
- Health authorities
- Enquirers and complainants
- Security organisations
- Health and social welfare organisation
- Professional advisers and consultants
- Homes England
- Probation services
- Charities and voluntary organisations
- Police forces

- Courts and tribunals
- Professional bodies
- Employment and recruitment agencies
- Credit reference agencies
- Debt collection agencies
- Landlords
- Press and the media

10. Individual's Rights and Requests...

10.1 Individuals have rights when it comes to how we handle their personal data. These include rights to:

- withdraw their consent to processing at any time
- receive certain information about the data controller's processing activities
- request access to their personal data that we hold
- prevent our use of their personal data for direct marketing purposes
- in certain circumstances, to ask us to erase personal data
- to rectify inaccurate data or to complete incomplete personal data
- in certain circumstances to restrict the processing of their personal data
- challenge processing which has been justified on the basis of public interest
- request a copy of agreements under which personal data is transferred outside of the EEA
- object to decisions based solely on automated decision making or profiling
- prevent processing that is likely to cause damage or distress
- in certain circumstances, be notified of a data protection breach
- make a complaint to the Information Commissioner's Officer
- in limited circumstances, ask for their personal data to be transferred to a third party in a structured, commonly used and machine readable format
- make a data protection complaint to Ongo and, where appropriate, make a complaint to the Information Commissioner's Office

10.2 Colleagues must immediately forward any request to exercise data protection rights which they receive to the DPO and comply with our Data Subject Access Procedure, Data Portability Procedure or Right to Erasure Procedure where applicable.

10.3 Where an individual complains that Ongo has infringed data protection law in connection with their personal data, the complaint must be recognised and handled as a data protection complaint even if it is not labelled as one. The complaint will be dealt with in accordance with Ongo's Complaints Procedure, with support from the Data Protection Team where required.

11. Making sure we do what we say...

11.1 Ongo must ensure appropriate technical and organisational measures are in place, to ensure compliance with the data protection principles. These include:

- appointing a suitably qualified DPO
- implementing privacy by design when processing personal data and completing privacy impact assessments where processing presents a high risk to rights and freedoms of individuals
- integrating data protection into internal documents including this policy, any related policies and any privacy notices
- regularly training colleagues on the relevant legislation, this policy, any related policies and any other data protection matters. Ongo will maintain a record of training attendance for colleagues
- regularly testing the privacy measures implemented and conducting periodic reviews and audits to assess compliance

11.2 The designated DPO will manage and monitor all reported breaches and report to the ICO when appropriate.

11.3 The Procurement & VFM Manager and Contracts Managers are responsible for ensuring suppliers / contractors comply with this policy and that, when personal data will need to be transferred to a contractor, the details will be written clearly into the contracts.

11.4 All colleagues will complete mandatory data protection related training as and when required.

12. Other things to bear in mind...

12.1 This policy also links to our:

- Information Security and Acceptable Use Policy
- Data Retention Policy
- Data Protection Breach Procedure
- Subject Access Request Procedure
- Data Portability Procedure
- Right to Erasure Procedure
- DBS Procedure
- CCTV Procedure
- Media Policy
- Safeguarding Policy & Procedures
- Procurement Policies and Procedures
- Complaints Procedure

12.2 The main piece of legislation relevant to this policy is the UK General Data Protection Regulation, the Data Protection Act 2018 and the Data (Use and Access) Act 2025

13. We'll look at this again...

13.1 In 3 years' time, or earlier should any changes to legislation or regulation occur.