

HAIL Data Protection Statement

This document explains how HAIL collects and uses your personal data. It is an extract from HAIL's Data Protection Policy and contains those parts of the Policy that are relevant to you as a client of HAIL.

We have set out the information under various headings to make it easier to understand.

1. Company information

HAIL is a type of company known as a Company Limited by Guarantee. Its registration number is 109465. HAIL's registered office is at 2nd Floor, Central Hotel Chambers, 7-9 Dame Court, Dublin 2, DO2 X452.

2. The personal data we collect

We collect and process information about you under various categories such as:

a) Financial information

This may include details of your annual household income (we need this to calculate rent under a tenancy agreement) and employment status.

b) Identity and contact information

This may include your date of birth, name, address, telephone number, PPSN etcetera.

c) Marital status

We need to know your marital status for various reasons, for example to assess you for appropriate housing.

d) Sensitive data

This would include personal data about your health. We will not share this information with anyone else without your consent except in a few very rare circumstances.

e) Other personal information

This might include CCTV (security camera) records at our offices or in the common areas of one of our housing developments.

We generally collect this information from you directly. However, sometimes we may get it from another agency for example a local authority. Other information may already be publicly available.

3. Using your personal data

We use the information we gather about you to:

a) provide services to you and carry out our obligations under any contract with you

For example, we need certain information to:

- assess your suitability or eligibility for a particular HAIL service;
- assess your rent in line with a rent policy;
- improve the service we provide to you;
- meet our legal obligations as a landlord and make sure you meet your obligations as a tenant (i.e. under your tenancy agreement); and
- manage and respond to your queries and complaints.

b) manage our business

For example, we need your information to:

- do our accounts and manage our records;
- monitor and improve how we deliver our services;
- carry out strategic planning;
- compile information for audits and research (we will not use any information which identifies you); and
- show our funders, for example local authorities or the Health Service Executive, that we have complied with their funding rules (we rely on local authority funding to provide our services to you).

c) comply with our legal obligations

By law, in some cases, we may be obliged to share your data with other agencies for example Revenue, the Health Service Executive or a local authority.

d) protect your vital interests

In rare cases, we may use your information to protect your vital interests even if you have not specifically given your consent.

- e)** Where we have sought and received specific consent to use your information, including sensitive information about you. You can withdraw this consent at any time by notifying HAIL.

4. What happens if you do not give us your personal information

We need information about you to provide services or accommodation to you and to meet our legal obligations. If you decide not to give us the information we need, we may not be able to help you. We may even have no other choice but to withdraw supports from you.

5. Your data protection rights

You have the right to:

- find out if HAIL uses your information, to access your information and get copies of the information we hold about you;
- ask us to correct wrong information and to update incomplete information;
- object to how we use your personal data to manage our business or to act in the public interest. However, if you object, it may affect the services we can, or are willing, to provide to you;
- have your personal data deleted or its use restricted (this right applies only in certain circumstances);
- get a copy of personal information we keep which we may need to transfer to another service;

- withdraw your consent to us processing your data at any time (however, this withdrawal of consent will not apply to any of your personal data which we may have processed in the past); and
- lodge a complaint with the Data Protection Commissioner.

6. Enforcing your data protection rights

If you have any concerns about your personal data rights, please contact HAIL's Data Protection Officer:

Data Protection Officer

HAIL

2nd Floor, Central Hotel Chambers

7-9 Dame Court

Dublin 2

Website: www.hail.ie

Telephone: (01) 671 8444

Email: info@hail.ie

Our Data Protection Supervisory Authority is the Data Protection Commissioner:

Data Protection Commissioner

Canal House

Station Road

Portarlinton

Co Laois

R32 AP23

Website: www.dataprotection.ie

Telephone: 057 868 4800 / 761 104 800

LoCall : 1890 252 231

Fax : 057 868 4757

Email: info@dataprotection.ie

7. How long we hold your information

We will only keep your personal data for as long as we need it to provide services to you. This length of time will vary from person to person. Sometimes, we may have to hold your personal information for longer, if the law requires this.

8. Communication with you

We may contact you from time to time about your relationship with HAIL or about your personal information.

9. Revisions to this Data Protection Statement

We may change this Data Protection Statement from time to time. However, the most up-to-date Statement will be always available on our website (www.hail.ie). If you want a copy of the most recent version of the Statement, please contact our Data Protection Officer.