

## Privacy information

Under the Data Protection Act 1998, we must carefully protect any personal information we hold about you. Personal information is defined as information about someone who is living who can be identified from that information. This includes information such as your name, address, telephone number and date of birth.

We're registered with an independent body – the UK's Information Commissioner's Office – to use personal information for the following reasons:

- Property management
- Research
- Administration of our staff and contractors
- Welfare services, advice and support
- Financial accounts and records
- Crime prevention and prosecution of offenders

We only collect the personal information that we need to carry out our work. We make sure that the information is secure so that it can be used only by people who are authorised to do so.

We may share your information with other organisations such as our contractors or the council. Information will be passed to other organisations only if it is relevant to your needs and the other organisation needs it to provide a service to you. If we were unable to provide other organisations with this information, it could delay or prevent you from getting the service or help that you need.

Before we share your information we make sure that the other organisation agrees to use the information responsibly, hold it securely and use it only in connection with the services that we are providing to you.

You can tell us if you don't want us to pass your personal information to other organisations. However, in certain circumstances, the law will require or allow us to do so against your wishes.

If you'd like to know more about how personal information about you is used by Trivallis, or if you've any concerns, please do not hesitate to contact us.

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