

GDPR: Accessing Your Personal Data

In accordance with GDPR (General Data Protection Regulation) you have the right to access personal data PCHA holds about you.

What is personal data?

Any information that can identify you is classed as personal data. It includes basic information like your name, address and contact details, but also other information we may require to fulfil your tenancy contract, such as your card details and information about anyone who lives with you. For more details about the data we hold about you and how we keep it secure, please see our leaflet '**Data Protection and Your Privacy**'. (If you would like a copy of this leaflet, please contact us.)

Your rights

Under GDPR, you have the right to:

- Know what information PCHA holds and processes about you and why
- Request access to your personal information
- Require PCHA to rectify, block, erase or destroy inaccurate information
- Prevent processing likely to cause unwarranted damage or distress\Prevent processing for the purposes of direct marketing.

Accessing your data

Any requests for access to your personal data must be made in writing to PCHA and must include proof of your identity.

Under most circumstances, we will provide a copy of the information requested **free of charge** and **within one calendar month**.

In certain circumstances we may refuse to respond to your request. Reasons may include:

- You are requesting information that may reveal the identity of or include personal information about another individual.
- You are requesting information that we have previously provided.
- We consider that your request is unfounded.

We may also extend the time taken to respond to your request, or charge a reasonable fee for access to the information.

In any of these circumstances, we will advise you of our reason within one month of your request.

Rectifying/removing your data

You may request to have data rectified or erased if you believe it to be incorrect. However, we will not be able to erase any data necessary to manage your contract/tenancy.

