

Who do we share our data with?			
Team	Types & Purpose of Personal Data	Types & Purpose of Sensitive Data	Sometimes shared with
Operations			
Garage and Projects	Names, addresses, dates of birth, contact details, vehicle registration numbers.	Disabilities/ languages where required for service delivery	Haringey Council Customer Services & Parking Services; Civica; Wings limited (if no enforcement required) or if customer appeals.
Neighbourhood Improvement Team	Contact details; names addresses.	If vulnerability or safeguarding issues are encountered these will be passed on according to policy.	Contractors / Council.
Estate services	Names, addresses, phone numbers for purposes of service delivery	None	Shared with contractors where necessary for service delivery
Concierges	Names, addresses, contact details	Health & disability/ vulnerability; translation details; next of kin contact details; as required for the safety and wellbeing of residents	Can be shared with emergency services
Leasehold Services	Name, address, correspondence address, contact details.	None	Contractors appointed to carry out repairs and provide other services to the building.
New Tenant Liaison Team	Name, address, contact details; financial details	Any information required for the effective management of the tenancy	Referrals to support agencies (by consent)
Income collection team	Names, addresses, contact details; financial details.	Mental/physical health, convictions, language, any details relevant to decision making process around potential evictions. Also to provide support or make referrals to external agencies where necessary.	Legal team; bailiffs; Haringey Council; external debt collection agencies, support agencies.
Tenancy Management and Supported Housing	Names, addresses, phone numbers, email addresses (for tenants, household members and next of kin) financial details; work contact numbers, benefits information; income; details of anti-social behaviour cases/fraud cases; children's information. Details of non-council tenants involved in case work/complaints etc. Required to carry out statutory duties	Safeguarding and welfare information; medical, mental health information, support plans; care packages; medication; any personal information passed to us by tenants and their advocates in the course of complaints/ casework etc. Required to carry out statutory duties	Details shared with all agencies relevant to the effective management of tenancies, completion of casework and investigations, and to protect the safety and wellbeing of residents and their families; including the police and other emergency services, social services, Council departments, other local authorities and landlords, medical and mental health bodies. Social and financial support agencies, councillors, MPs, solicitors and other advocates acting on behalf of residents.
Right to Buy Team	Names, addresses, contact details of purchasers and any family member included on the RTB form.	None	Other council's may be asked to confirm residence if included on the Right to Buy form

Property			
General Surveyors	Names, addresses, contact details volunteered by clients and their representatives. External surveyors reports may contain personal information (such reports are for the legal team to process but copies are retained by HfH). Details added to customer files or sent to legal team.	Data regarding issues that may impact or be impacted by extensive repairs programmes; or to defend legal cases. Data such as: medical; income details; vulnerability issues; disabilities; mental health issues or language. Mostly volunteered by clients and their representatives or gathered from internal systems.	Haringey Councils' legal team; customer advocates (solicitors, MPs, councillors, external surveyors) contractors appointed to carry out repairs (contact details & necessary information such as medical/translation requirements).
Asset Management	Householder names; address; email addresses; phone numbers to carry out works	Health information shared with Occupational Health Services for adaptations; some details regarding languages and /or disabilities where they are pertinent to work carried within resident's homes, or for consultation purposes	Contractors; Occupational Health department
Repairs and Voids Services	Name, address, contact details including separate correspondence address if appropriate.	Information relating to disabilities, vulnerabilities, languages as they relate to service delivery.	Information shared with contractors for access and availability purposes.
Mechanical & Electrical team	Names, addresses, contact detail's required for access and availability;	Information relating to disabilities, vulnerabilities, languages as they relate to service delivery.	Information shared with contractors. Gas contractors hold information in their own right and share information with HfH.

Corporate			
Governance	Names, contact details; dates of birth of board members; CVs, personal profiles. Addresses are required by Companies House.	Only as included in CV.	Companies House. Resident/leaseholder information collected for board voting purposes are registered with independent electioneer; Mazars & other externals auditors have access to our financial systems which sometimes include personal information regarding payments.
Communications Team	Names, addresses, tenure, personal stories, coroners' reports; eviction orders; full disclosure of anything that poses reputational risk.	Only such details required to confirm stories for journalistic requests.	Stories and images published in magazines, posters, videos and websites (with consent). Confirmation and correction of details in the local or national press.

Housing Demand			
Housing Supply and Contracts	Landlord details - contact details used to manage lease	N/A	ADAM; landlords (lease agreement)
Housing Needs	Names, addresses, contact details; ID documents, bank statements, all details of personal and financial circumstances; others who live in the house. Any evidence required to confirm details submitted in housing application	Health, sexuality, religion wherever pertinent to the housing application.	Multi-agency groups dealing with safeguarding and vulnerability issues, including social workers, police and other relevant professionals. Community and voluntary support providers (by consent) Evidence requested from other bodies to support details submitted in housing applications such as previous landlords, GPs, key workers, immigration status etc. Credit checks undertaken.
Hearthstone	Names, addresses, contact details, dates of birth for household (including children). Information relating to others relevant to the casework. Information relating children's schools. Any other information relevant to an individual case.	Ethnicity, sexual orientation (for monitoring purposes) medical; disability (so appropriate assistance can be provided). Offender details from police.	Multi-agency groups dealing with safeguarding and vulnerability issues, including social workers, police and other relevant professionals. Haringey Council's Adult Service. All sharing is by client consent.

Community & Customer			
Financial Inclusion	Names, addresses, age, income to identify households potentially in need of financial advice	Medical details, vulnerability/ disability/ mental health issues, addictions (required by DWP) any information volunteered by the tenant related to or affecting their income' financial & access to credit.	Referrals to income related support agencies with the agreement of the tenant
Resident involvement	Names; addresses, phone numbers; email addresses; photos taken at events.	Ethnicity; disability; income details in order to assess the need for further support.	None but surveys are often contracted to external companies who will collect this information on our behalf.
Feedback	Names, addresses, emails, phone numbers. Personal circumstances; financial and family details as supplied by complainants.	Convictions, disabilities/vulnerabilities, languages, mental and physical health issues. This team also handles subject access request so will have details of all information included in requesters' files.	The Housing Ombudsman; councillors and MPs; Wow organisation; Haringey council departments; contractors; out of hours repairs service; external agencies; police; hospitals; complaints panel ; scrutiny panel; advocates acting on behalf of residents and other customers.
In all cases, where vulnerability or safeguarding concerns are encountered these will be passed on according to policy. This is also the case with information that might be required to fraud or crime.			