



During your tenancy we will collect and process information about you and members of your household.

We do this to:

- Manage your tenancy and the BECHA property it relates to
- Monitor compliance with the terms of your tenancy or service agreement
- Deliver support for special needs to you or any member of your household
- Share information with other agencies where we have your agreement
- Conduct transactional surveys in order to monitor and improve our services, for example repairs and maintenance, complaints, lettings, anti-social behaviour issues and training
- Monitor Equality and Diversity
- Provide information about our performance and services through newsletters
- Provide information about additional services we offer, including opportunities to participate in meetings, training and events
- Comply with our safeguarding duties

Unless we advise you otherwise, we'll only collect and process personal information to carry out these functions.

Personal information is stored on our computer systems and / or a tenancy file. It is held securely and we have security measures in place to protect it.