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YOUR PERSONAL INFORMATION AND EQUALITY MONITORING

Have you ever wondered why FCHA ask you for personal information about yourself? We aren't being nosey, it's important to us so we can build up a picture of who our tenants are and make sure we deliver the best possible services to everyone. Here is some more information to help you understand why we ask for your information and how we might use it

What information will we ask you for?

At the start of your tenancy we will ask you for some personal information. This will include:

- Your age
- Your gender identity and whether this is the same as registered at birth
- Your gender identity and whether this is the same as the sex registered at birth
- Your sexual orientation e.g., whether you are gay, straight, bisexual etc.
- Your religion
- Your marital or civil partnership status
- Whether you consider yourself to be disabled and the type(s) of disability
- Any adjustments you might need when we are dealing with you e.g., large print, help with reading
- The language you prefer to communicate in

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WHY ARE WE ASKING FOR IT?

We want to make all our services easy to access and to make sure we remove any form of discrimination and collecting your information can help us achieve this. We can use this information to make sure our ways of working are fair and promote equal opportunities for all tenants. We need to know who our tenants are so that we can make things better. By giving us this information, you are helping us to plan and deliver better services and find out the needs of different groups of people. It helps to show us if certain groups of people aren't using our services and then we can find out what we need to do to make things better.

HOW MIGHT WE USE YOUR INFORMATION?

Here are some real-life examples of how we might use this information to make our services better:

- If you tell us you have trouble with your vision, we can send letters out to you in large print.
- If you tell us you have mobility issues, we can let our contractors know that you might need longer to answer the door
- If we find that a large number of complaints are from tenants in minority ethnic groups, we can look into this and make sure our services are fair to everyone.

DO I HAVE TO SHARE MY PERSONAL INFORMATION?

It is completely your choice whether you wish to provide us with your information. For any personal questions, you can always answer 'I Prefer Not to Say'. You can also choose to answer some of the questions and not others – any answers you give will be helpful.

However, if you do choose to give us this information, it helps us to make sure that our services are delivered fairly and that nobody is being excluded.

WHO WILL HAVE ACCESS TO IT?

There are strict laws covering this type of information to make sure that we protect it and deal with it responsibly. For more information on GDPR (General Data Protection Regulation) and how we manage your data then get in touch with us

