

PRIVACY NOTICE

How Solace Housing Uses Your Personal Information

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About This Notice

Solace Housing Limited provides supported accommodation and housing related support in Birmingham. This notice explains what personal information we collect, why we use it, who we share it with, how long we keep it and what your rights are. It applies to residents, people referred to us, visitors to our website, people who contact us, job applicants, and staff of partner organisations.

Solace Housing Limited is the data controller for the information described in this notice and is registered with the Information Commissioner's Office (ICO). Where we manage property on behalf of a Registered Provider (Reliance Housing or Windrush), that Registered Provider may also be a controller of some resident information.

Who We Are and How to Contact Us

Organisation	Solace Housing Limited
Address	96 Icknield Street, Hockley, Birmingham, B18 6RU
Phone	0800 999 1870
Email	info@solacehousing.co.uk
ICO Registration Number	ZB592926

If you have any questions about this notice or how we use your information, please contact our Data Protection Lead using the details above.

The Information We Collect

Residents and people referred to us

- Name, date of birth, contact details, National Insurance number and identity documents.
- Housing history, licence or tenancy details, rent, service charges and Housing Benefit information.
- Support needs, support plans, case notes and outcomes.
- Information about your health, including mental health and substance use, where it affects your support or safety.
- Information about offending, probation or MAPPA involvement, where it affects risk or safety.
- Safeguarding concerns and risk assessments.
- Next of kin or emergency contact details.
- CCTV images in communal and outside areas of some properties.

Website visitors and people who contact us

- Name, contact details and the content of your message when you contact us by phone, email or through our website.
- Basic technical information about your visit to our website, as explained in our Cookie Notice.

Job applicants

- Your application, CV, references, right to work documents and, where the role requires it, DBS check results.

Partner organisations

- Names, job titles and work contact details of people we work with.

Where We Get Your Information

Most information comes from you. We also receive information from referrers and partners, including Birmingham City Council, probation services, the police, health and mental health services, substance misuse services, other housing providers, the Registered Providers we work with, and people you ask to act on your behalf.

Why We Use Your Information and Our Lawful Basis

What We Use It For	Lawful Basis
Assessing referrals and deciding whether we can offer accommodation	Steps before entering a contract, and legitimate interests
Providing your licence, accommodation and support	Contract
Claiming and managing Housing Benefit and service charges	Contract and legal obligation
Keeping you, other residents, staff and the public safe, including safeguarding	Legal obligation, vital interests and legitimate interests
Meeting health and safety, fire safety and property law	Legal obligation
Responding to complaints and enquiries	Legitimate interests
Monitoring quality and meeting Registered Provider and council requirements	Legitimate interests and legal obligation
CCTV for safety and crime prevention	Legitimate interests
Recruiting staff	Steps before entering a contract, and legal obligation
Optional sharing you agree to, such as with a GP or support service	Consent

Sensitive information

Information about health and information about criminal offences need extra protection. We only use it where it is necessary and the law allows it, for example to

protect people from harm (safeguarding of individuals at risk), to protect someone's life, to meet our legal duties, or with your explicit consent. The conditions we rely on are set out in Schedule 1 of the Data Protection Act 2018.

Where we rely on your consent, you can withdraw it at any time by contacting us.

Who We Share Your Information With

We only share what is necessary, and only where the law allows. We may share information with:

- the Registered Providers who own or lease our properties (Reliance Housing and Windrush);
- Birmingham City Council, including Housing Benefit and adult social care;
- the police, probation and other agencies where there is a risk to someone or a crime;
- health, mental health and substance misuse services, with your consent or where there is a risk to life;
- contractors who carry out repairs and safety checks, limited to what they need to do the work;
- IT, software and professional service providers who process data for us under written agreements;
- regulators, auditors and the courts where the law requires it.

We never sell your information.

Transfers Outside the UK

We do not routinely send personal information outside the UK. If a service provider stores data outside the UK, we make sure there are appropriate safeguards in place, as required by UK data protection law.

How Long We Keep Your Information

Information	How Long We Keep It
Resident files	6 years after you leave
Referrals where you did not move in	1 year after the decision
Rent and finance records	6 years after the end of the financial year
Enquiries and complaints	6 years after the matter is closed
Unsuccessful job applications	6 months after the decision
CCTV footage	30 days, unless needed for an investigation

Some records may be kept longer where there is a legal claim, investigation or safeguarding reason.

Keeping Your Information Safe

We use secure, password protected systems, restrict access to staff who need it, train our staff in data protection, and store paper records securely. If something goes wrong, we will act quickly and tell you and the ICO where the law requires it.

Your Rights

You have the right to:

- be told how your information is used (this notice);
- ask for a copy of the information we hold about you;
- ask us to correct information that is wrong or incomplete;
- ask us to delete your information, where there is no good reason for us to keep it;
- ask us to limit how we use your information;
- object to us using your information where we rely on legitimate interests;
- ask for information you gave us to be passed to another organisation, where this applies;
- withdraw your consent at any time, where we rely on consent.

To use any of these rights, contact us by phone, email or in writing, or speak to any member of staff. It is free, and we will usually respond within one month.

We do not make decisions about you using only automated processes.

Complaints

If you are unhappy with how we have used your information, please contact us first so we can try to put it right. You also have the right to complain to the Information Commissioner's Office:

Website	ico.org.uk
Phone	0303 123 1113
Address	Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Changes to This Notice

We may update this notice from time to time. The latest version will always be on our website, and we will tell residents about any important changes.

Authorisation and Signature

This Privacy Notice is the authorised version agreed by the Directors of Solace Housing.

We review this notice at least once a year and when the way we use personal information changes. Last updated: 29/10/2026.

A handwritten signature in black ink, appearing to be 'MK' with a stylized flourish at the end.

Signed on behalf of Solace Housing.