

Housing Partners Ltd

Data Processing Annex

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1. Nature and purpose of the Processing

HPL processes the Personal Data in order to provide the Services to the Customer. Thereafter, HPL processes the Personal Data to store in line with HPL back up policy. Recover in the event of data loss in line with HPL disaster recovery process.

2. Duration of Processing

HPL processes the Personal Data for as long as the Contract is in place with the Customer and as determined by clause 14.4 of the Terms. Thereafter, HPL processes the Personal Data in accordance with data retention policy.

Data relating to applicants/customers is retained for 7 years after closure of case. However, after this date HPL may anonymise this data for statistical purposes.

3. Types of Personal Data

HPL processes the following types of personal data:

- Name
- Sex
- Date of Birth
- Contact information
- Health information
- Criminal records
- Ethnicity
- Religion
- Sexuality
- Financial

4. Categories of Data Subjects

- Tenant

5. Sub-Processors

Microsoft Azure	Full dataset	The data is securely hosted on the Azure cloud, as such, this data is not 'shared with Microsoft Azure' as it is protected and as such only visible to us.
Experian	Full landlord dataset	To process, verify and append data as per the terms of service.

Big Issue Invest (BII) Rental Exchange (Experian)	BII Rental Exchange Scheme	To submit Rental Exchange data extract on the landlord's behalf to BII as per the terms of the Rental Exchange agreement.
SendGrid	Email address and message contents.	SendGrid provides an email delivery platform. Data is hosted within the USA. SendGrid participates in and has certified its compliance with the EU-U.S. Privacy Shield Framework and Swiss-U.S. Privacy Shield Framework.
Solvous Marketing Limited	Customer contact details	Solvous Marketing Limited distribute Housing Partners' product related material such as newsletters, product updates, features and enhancements. Solvous do not market non-Housing Partners products to customers and do not pass customer contact details on to any other parties. No data is stored by Solvovs on their infrastructure.
Mailchimp	Name and email address and email contents	MailChimp provides a bulk email marketing solution. Data is hosed within the USA. MailChimp participates in and has certified its compliance with the EU-U.S. Privacy Shield Framework and the Swiss-U.S. Privacy Shield Framework. MailChimp complies with the Privacy Shield Principles for all onward transfers of Personal Information from the EEA, United Kingdom, and Switzerland.
Salesforce	Landlord user name and contact details	Help desk/customer service software solution. Hosted in the EU.