

# Housing Partners Ltd

## Data Processing Annex

## Jigsaw TSAR Data Processing Annex

### 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
- Case Number
- Opinions collected within free text box

### 4. Categories of Data Subjects

- Customer/end user

### 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.
NPSS Ltd	Local Authority user names and contact details	To provide legislative expertise and support to Local Authorities.
Salesforce	Local Authority user names, contact details and applicant details	Help desk/customer service software solution. Hosted in the EU.

Mailjet	Email address and email contents. No special category data is contained within the email.	Email delivery solution providing users with email notifications. Where relevant, a one-time only use link is provided within the email to access sensitive data.
Esendex	Mobile telephone number	Provides SMS functionality