

**Confidentiality Agreement**

­­­­­**This Confidentiality Agreement applies to all tenants, leaseholders and customers (referred to as voluntary involved customer members) taking part in Scrutiny investigations at or on behalf of the Great Places Housing Group, GPHG.**

**Should an voluntary involved customer make public any confidential information or use it for their own benefit, then this will be dealt with as a breach of the Code of Conduct, which may mean that the involved customer is disciplined or removed from Insight.**

**Explanatory Note**

The law (Data Protection Act 1998) requires that whenever Great Places Housing Group uses a third party to process personal information on its behalf, it must choose someone that can offer equivalent safeguards with respect to the security of the information.

Any agreement between Great Places Housing Group and a third party must be evidenced in writing and Great Places Housing Group must satisfy itself that persons / third party acting on its behalf are aware of their responsibilities under the Data Protection Act 1998.

This requirement for a written contract is particularly important in the light of the fact that only Great Places Housing Group has any responsibility for complying with the Act and it is their responsibility to place equivalent requirements on the third party of contract or written agreement.

Should a breach of the Act occur while personal data is in the hands of a third party then Great Places Housing Group will remain liable for that breach and might have to answer to the Information Commissioner or the Courts.

**Data protection Act 1998 – Contractual Obligations**

The 1998 Data Protection Act makes it mandatory that Great Places Housing Group obtains contractual guarantees from all third parties that process information on behalf of Great Places Housing Group. It also requires that Great Places Housing Group ensures it has measures in place to prevent unauthorised or unlawful processing of personal information and to prevent accidental loss, destruction or damage to any personal information they are processing on its behalf.

You currently fall into the above category as you will have access to the following personal information on Great Places Housing Group behalf:

* Contact details of residents of Great Places Housing Group including forenames, surnames, addresses, email addresses and telephone numbers;
* Details on customer interaction with Great Places Housing Group and their contractors, including information on their satisfaction and perceptions.

Information you have access to must only be processed in the following way:

* For the purpose of evaluating services provided residents by Great Places Housing Group and reporting findings back to Great Places Staff and Board;
* The information must not be divulged to any other party or used for any other purpose.
* The only times information will be allowed to be taken from a Great Places Housing Group office is with the prior agreement with the Customer Involvement Manager / Co-ordinator, who will be acting on behalf of Great Places Housing Group

With this in mind, Great Places Housing Group is seeking guarantees described above and would therefore be grateful if you agree to be bound by the above conditions and sign this form to indicate your agreement.

If you have any questions regarding the above, contact the Customer Involvement Manager / Co-ordinator at Great Places Housing Group, 4th floor St James House, Pendleton Way, Salford, M6 5FW on tel : (0161 925 7932/7918) or email: michael.glennon@greatplaces.org.uk or tracy.gregory@greatplaces.org.uk

I agree to abide by the above conditions and confirm that I have read and understood fully the Great Places Housing Groups’, Data Protection and Confidentiality Policy

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name: ­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Print Name**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_