

Housing Partners Ltd

Data Processing Annex

Jigsaw ATLAS/EHR 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 is retained for 7 years from the date of housing register application closure. 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
- Family details
- Relationship details
- Sex
- Date of birth
- National Insurance number
- Employment circumstances
- Housing circumstances
- Property details
- Contact information
- Health information
- Criminal records
- Nationality
- Ethnicity
- Religion
- Sexuality
- Financial

4. Categories of Data Subjects

- Housing officers
- Support officers
- Applicants and family members

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 usernames and contact details	To provide legislative expertise, and support to Local Authorities.
Scanii	Attachments uploaded to the system	Scanii provides real time virus scanning for documents uploaded by end users. Data is only in their servers for the extent of time necessary to process and fingerprint it (usually milliseconds), after that they store metadata about the content to help them improve the overall engine accuracy
Salesforce	End usernames and contact 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