



The Gateshead Housing Company

Working with Gateshead Council

Information Assets Register

Name of Asset	What does it do	Location	Owner	Volume	Personal Data	Access	Shared	Format	Legal basis for process of data	Retention Period	
Employees											
iTrent	Holds details of employees pay and sickness records	Council System	HR & Governance Manager	Separate record for every employee	Yes – Special and General	Restricted to members of Employee Support Team	Employees; Managers; Agresso; Occ Health, Council have access; Solicitors; Tribunals	Electronic	1 Contract 2 Consent	Termination plus 6 years	
Info @ Work	Holds all personnel records (including sick notes, return to work interview forms etc)	Internal secure electronic systems	HR & Governance Manager	Separate record for every employee	Yes – Special and General	Restricted to members of Employee Support Team	Employees; Managers; Agresso; Occ Health, Council have access; Solicitors; Tribunals	Electronic	1 Contract 2 Consent	Termination plus 6 years	
	Above information is also held by number of managers in their personal folders	H:Drive	Managers of employees	Separate folders for each employee	Yes – Special and General	Only manager should access to personal folder	Unsure	Electronic		These should be destroyed as they are held by Employee Support	
Medical Records	Letters from hospital and doctor appointments	Info @ Work Personal drives	HR & Governance Manager	Separate record/folders for each employee	Yes – Special	As above	Unsure	Electronic	1 Contract	Destroy after 5 years	

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Employees											
Appraisals	Holds all information agreed between an employee and line manager following appraisal and review meetings during the course of the year	SharePoint site	HR & Governance Manager	Separate record for every employee	Yes – Potential special (i.e. data concerning health) and General Data	Restricted to employee line manager and members of Employee Support Team	Employee Support Team	Electronic	1 Contract	Termination plus 6 years	
Employee Training Records	Details of training events and courses that an employee has attended	Info @ Work H:Drive	HR & Governance Manager	Records for every employee	General	Restricted to employee who can view on self-serve via iTrent Access to Info @ Work and training course details on H: Drive is restricted to Employee Support Team	To run reports via business objects (within TGHC)	Electronic	1 Contract	Termination plus 6 years	

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Employees											
Disciplinary information	Details of any cautions given to an employee	Folder in H:Drive	H& & Governance Manager	Separate record for any employee who has been disciplined	Yes – Special Category	Only HR & Governance Manager has access to folder	Trade Union; Appeals Panel; Tribunals	Electronic	1 Contract	Destroy 2 years after admin use is concluded (Oral warning – 6 months / Written warning – 1 year / Final Warning – 18 months) If disciplinary is not upheld information should be destroyed immediately	
Application Forms	Applications received for any advertised post – internal or external	Folder in H:Drive	HR & Governance Manger	Separate form for every application	Yes – Special Category and General	Employee Support Team	Interview Panels	Electronic Interview Panels are provided with hard copies of all applications	1 Contract 2 Consent	Destroy one year after recruitment has been finalised Hard copies during interview destroyed in confidential waste at earliest opportunity	

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Agency Workers	Persons appointed on temporary basis through an agency	H:Drive	HR & Governance Manager		General	Employee Support Team and Managers	Nobody external	Electronic - Spreadsheet	1 Contract	Destroy CVs as soon person leaves organisation	
Employer Liability Insurance Claims	Claims made against the organisation by an employee who has suffered an injury carrying out their duties	Folder in H:Drive	Governance and Risk Lead	Separate folder for each employee	Special Category and General	Governance Support Team	Council Claims handler Solicitors representing claimant		1 Contract 2 Consent	Destroy seven years after claim is concluded	
Car Mileage Claims	Details of car mileage being claimed during last month	Folder in H:Drive	HR & Governance Manager	Separate folder for every employee – this holds copies of driving licence, insuring and CAP 3	General	Employee Support Team	Council	Electronic and hard copies kept on file	1 Consent	Destroy six years after the end of financial year claim was made	
Overtime requests	Requests for overtime during the last month	Folder in H:Drive	HR & Governance Manager	Separate form for each claim	General	Employee Support Team	Information is transferred to spreadsheet which is shared with the Council	Hard copies of overtime forms Electronic copy of spreadsheet	1 Contract 2 Consent	Destroy six years after the end of financial year claim was made	

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Caretakers - names and addresses of residents	A caretaker will hold the names and addresses of all the residents living in the multi storey blocks	Link on iPad to Northgate report	Multi-Storeys Housing Manager / Older Persons Housing Manager	Every tenant living in multi storey blocks	Special Category (Health) Data General Category Data	All caretakers	Data is not shared with any third parties	Electronic	1 Public task in public interest	Destroy one month after the person moves out of property	
Vehicle Trackers	Devices located on company vehicles which can track that vehicles whereabouts	There is tracker on every TGHC vehicle	Director of Property and Assets	Every TGHC vehicle	General	Director of Property and Assets Currently being reviewed	Only used to ensure safety of employee	Electronic	1 Vital Interest 2 Contract	6 months Currently being reviewed	
iPad trackers	ICT are able to track where an iPad is being used – in event it is stolen / for disciplinary	Employees who have iPads is detailed on business continuity website	ICT Development Manager	Every employee who has been issued with an iPad	General	ICT	Facility will track location but operative is given option to provide this. ICT will never use to track an employee and would only use in event of theft	Electronic	2 Contract	Life of the iPad	
Business Continuity Plan	Names and personal mobile numbers of employees	Secure password accessed website	Governance and Risk Lead	Certain employees – mainly senior and operational management	General	Secure via password	Officers only contacted in emergency situation	Electronic	1 Consent 2 Contract	Information is deleted if employee moves or leaves employment	

Name of Asset	What does it do	Location	Owner	Volume	Personal Data	Access	Shared	Format	Legal basis for process of data	Retention Period	
Customer Profile Data											
Customer Profile	Holds personal details of tenant and other people living in their property	Northgate	Business, Performance and Customer Services Manager	Every tenant and leaseholder	Special Category and General	TGHC Employees – access is restricted depending on service employee works in	Council Sub-contractors Emerg Services	Electronic	1 Consent 2 Vital Interest 3 Public task in the public interest	No longer than 12 years after the tenant leaves tenancy	
My TGHC Account – Self-Serve	Secure access for a customer to rent account data	Korona – linked to Northgate	ICT Dev Manager	Separate account for every user	General (plans to expand which would then include special category data)	Secure access via user name and password for each tenant who uses it	Not shared	Electronic	1 Consent	Not relevant – only accessed when customer logs into their details	
Northgate	Holds customer profile data, tenancy and repairs information	External Housing Mgt System	ICT Dev Manager	All tenants, and leaseholders.	Special Category and General	TGHC Employees – access is restricted depending on service employee works in	Data is shared with third parties working under contract; Data could be shared with other Lettings Agencies / emerg services	Electronic	1 Consent 2 Public task in the public interest	Destroy 12 years after tenant leaves tenancy	

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Customer Profile Data											
Sign Ups to new properties	Information gathered during sign up to a new property	Abritas and Northgate	Head of N/Hood Services	Every new tenant	Special Category and General	Rent and Income / Lettings / Estate Management	Not shared with any third parties	Hard copy (scanned and held on DMS); info inputted onto Abritas and Northgate	1 Contract 2 Public task in the public interest	Destroy 12 years after tenant leaves tenancy	
Anti-Social Behaviour Files	Details of all ASB cases dealt with by NRT Team	Standalone ASB Council database H:Drive Northgate – North N/Hood being trialled	Head of Housing and Support	Broken down by property – separate record for every person has been recorded as living in that tenancy – Council refreshes this every evening Northgate – all cases for North N/Hood	Special Category and General	Only employees with permissions have access to Database H:Drive – secure drive that only employees in NRT Team have access to	Council Police Solicitors	Electronic	1 Consent 3 Legal 4 Vital interest 5 Public interest	Destroy 12 years after tenant leaves tenancy	
ARCH Hate Crime Database	Multi-agency database between Newcastle City Council, TGHC and the Police for reporting	Secure external site administered by Newcastle City Council	Head of Housing Support	Approx. 50 each year	Special Category and General	N/Hood Relations Team	Police	Electronic	1 Vital interest 2 Public task in the public interest	Newcastle City Council are the Data Controller	

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Customer Profile Data											
	and then investigating of Hate Crime										
Civica App	Council system for recording of Disability Facility Grant (DFG) applications	Council System	Grants and Adaptations Manager	Approx. 300 each year	General Category on system Special category data – hard copies of OT reports	Adaptations Team	Not shared with any third parties	Electronic – Civica Hard Copy – OT Reports	1 Public task in the public interest 2 Consent	Destroy OT reports after 5 years	
Vettings & Exclusions	Vet tenants with previous landlords and police checks	Folder on H:Drive	Head of Housing Support	All new tenants	Special Category	Lettings Team, NRT and Housing Options	Not share with any third parties	Electronic and hard copy	1 Consent 2 Public task in the public interest	Destroy 12 years after tenant leaves tenancy	
Abritas – housing applications, housing history, references, proof of ID	Tyne and Wear Homes Lettings System	Tyne and Wear Homes Lettings System	Head of Customer Services	All prospective and current tenants on housing register	Special Category and General	Lettings Team	Northgate Police Solicitors	Electronic	1 Consent 2 Contract	Destroy 12 years after tenant leaves tenancy	
Medical files – also linked to adaptations and rehousing	Any tenant or private sector housing	Housing and Adaptations Database; hard copy files in locked cupboards	Head of Customer Services	Separate file for every applicant	Special category	Only employees in Lettings and Adaptations have access	Not shared with any third parties	Hard copy until case closes and then scanned and held electronic on DMS	1 Contract 2 Public task in the public interest	Destroy after five years	

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Customer Profile Data											
Personal Support Plans in Sheltered Schemes	Individual support or services for older persons	One year stored on H:Drive; several years of hard copies stored in locked cupboards in the sheltered schemes	Head of N/Hood Services	Several separate plans for each tenant living in a sheltered scheme	Special Category	Only employees in team have access to H:Drive. Each scheme only has access to plans for that scheme.		One year electronic; several years hard copies	1 Public task in the public interest	Destroy 6 years after last contact Plan is reviewed every year - destroy previous year's once current year is agreed.	
Accident reporting	When an accident is reported by a customer or employee, it is investigated by Health and Safety	Standalone SharePoint site	Compliance Manager	Approx. 100 accidents and near misses each year	General	Health and Safety Team	Occ Health; HSE	Electronic	1 Vital Interest 2 Consent	Adults – 3 years after closure Children – 25 years after closure	
Complaints System	Step 1 and 2 complaints	Standalone Gateshead Council database	Business, Performance and Customer Services Manager	Broken down by property – separate record for every person has been recorded as living in that tenancy – Council refreshes this every evening	General Personal Data	All TGHC Employees	Council; Solicitors; Insurance Claims handlers;	Electronic	1 Consent	Destroy 2 years after complaint is resolved	

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Customer Profile Data											
Step 3 Complaints	Complaints reviewed by Managing Director	Folder on R:Drive	Business, Performance and Customer Services Manager	Separate folder for each complaint	General Personal Data	EMT, SMT and employees in Involvement Team	Solicitors; Insurance Claims Handlers	Electronic	1 Consent	Destroy 2 years after complaint is resolved	
Councillor Enquiries	Complaints / issues raised by tenants or leaseholders with their local councillor	Unclear – enquiries are received in a number of different ways throughout the company and will not always be recorded / stored	Officer dealing with enquiry	66 Councillors – the number raised by each of them varies	Special Category or General Personal Data depending on the enquiry	Permissions to access folders will vary – if details are stored in an electronic folder	Details of an enquiry should not be shared within anyone	Unclear	1 Public interest	Destroy 2 years after complaint / issue is resolved	
MPs Enquiries	Complaints / issues raised by tenants or leaseholders with their local MP	Folder on H:Drive of officer dealing with enquiry	Officer dealing with enquiry	Small number during the course of a year	In most cases it would be general category data, however may be occasions when information is special category	Permissions to access folders will vary	No need to share with anyone else	Received as hard copies in post but would then be scanned and original destroyed	1 Public interest	Destroy 2 years after complaint / issue is resolved	

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Customer Profile Data											
Subject Access Requests	Requests for personal data about that person or from a third party	Folder in H:Drive	Governance and Risk Lead	Separate folder for every request	Special Category and General Personal Data	Governance and EMT Support Team	Person making request or third party after receiving consent	Electronic	1 Consent 2 Legal obligation	Destroy 2 years after request is made	
Public Liability Insurance Claims	Claims made against the company for a personal injury or damage to property	Folder in H:Drive	Governance and Risk Lead	Separate folder for every claim	General Personal Data	Governance and EMT Support Team	Council; Claims Handlers; Solicitors	Electronic (if received as a hard copy, scanned and destroyed)	1 Consent	Destroy 7 years after claim has been resolved	

Name of Asset	What does it do	Location	Owner	Volume	Personal Data	Access	Shared	Format	Legal basis for process of data	Retention Period	
House and Homelessness Files											
House files – electronic and paper files	Holds tenancy information on all tenants living in that property	Hard copies – locked cupboards in housing offices Electronic – on DMS in Northgate	Heads of N/Hood Services	Separate file for every property	Special Category and general data	Housing Office employees	Solicitors; CAB;	Electronic Hard Copy	1 Legal 2 Public task in the public interest	Destroy 12 years after tenant leaves tenancy	
Housing Options Case Files (Homeless)	Form completed by a person presenting themselves homeless	Locked cabinets; housing options standalone database	Homelessness Business Manager	Separate file for every case	Special Category and General Personal Data	Housing Options Teams	Informed consent form gives consent to share data with agencies / orgs relating to case	Hard copy	1 Legal obligation 2 Consent – vetting 3 Vital Interest 4 Public task in the public interest	Destroy 6 years after being housed	
Temporary Accommodation	When a person is placed into temporary accommodation after being made homeless	Details are stored on housing options database	Homelessness Business Manager	Separate record for each individual	Special Category and General Data	Housing Options Team	Verbal consent is given by individual that their data will be shared with B&B, Hostel, Hotel	Electronic / Verbal	1 Consent 2 Public task in the public interest	Destroy 6 years after being housed	

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House and Homelessness Files											
Syrian Refugees	Home Office Syrian vulnerable persons relocation scheme – TGHC been committed to scheme since Sept 15	Northgate and H:Drive (Home Office referral data)	Refugee Service Manager	110 individual each year from 2015 to Nov 2020	Special and General Category	TGHC Employees have access to Northgate	Health, Police, Education	Electronic	1 Public task in the public interest 2 Consent	Destroy after 2 years	

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CCTV and Other Footage											
Multi-Storeys	Records any criminal offences or ASB	Cameras in all 25 blocks	Head of N/Hood Services	Continuous recording	General Personal Data	Authorised Officers; Barrier (third party supplier)	Police if crime is committed, otherwise not shared	Electronic	1 Vital Interest 2 Public Interest 3 Legal obligation	Destroy after 30 days (unless required for proceedings or investigations)	
Sheltered Accommodation	Provides a reassurance to residents that they are safe	Cameras are only located at seven of the schemes – it varies at different schemes where they are located	Head of N/Hood Services	Continuous recording	General Personal Data	Authorised Officers; Barrier (third party supplier)	Police if crime is committed, otherwise not shared	Electronic	1 Public Interest	Destroy after 30 days (unless required for proceedings or investigations)	
Housing Offices: - Leam Lane - Blaydon	Protection of staff and prevention of crime. They do not record sound.	Although offices are shared, TGHC cameras cover reception and interview rooms. There are no cameras in Central.	Head of N/Hood Services	Continuous recording	General Personal Data	Authorised Officers; Barrier (third party supplier)	Police if crime is committed, otherwise not shared	Electronic	1 Vital Interest 2 Public Interest 3 Legal obligation	Destroy after 30 days (unless required for proceedings or investigations)	

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CCTV and Other Footage											
Mobile phone and iPad photographs	Officers take photographs using camera inside/outside properties and occasionally a person could be identifiable in photograph	Company mobile phones and iPads, then downloaded onto drives	Head of N/Hood Services	Unsure	General Personal Data	Officer issued with mobile phone	Images should not be shared with anyone	Electronic	1 Public task in the public interest 2 Consent inside property	Three months after end of tenancy	
NRT Sound Recordings	Records noise from neighbouring property when there has been a complaint about noise	Folder in H:Drive	Head of Housing Support	Separate recording for every case	General Personal Data	N/Hood Relations	Only shared after receiving permission from the alleged perpetrator – otherwise it is not shared with anyone	Voice recording	1 Public task in the public interest	Destroy after three years	
Red boxes in Sheltered Accommodation	Key info for Fire Brigade of tenants living in accomm – includes PEPs which is personal data	On site – only accessible with key: PEPs kept in locked cupboard in scheme	Head of N/Hood Services	Separate box in each sheltered scheme	Special and General Data	Older Persons Team – key is signed and noted	Fire brigade will access the box in event of a fire; care call have access to PEP files	Hard copy	1 Vital Interest 2 Public task in the public interest 3 Legal obligation	Destroy three months after person leaves property	

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CCTV and Other Footage											
Red boxes in Multi-Storeys	Key info for Fire Brigade of tenants living in a block – no personal data	In block – only accessible with key	Head of N/Hood Services	Separate box in each multi-storey	General Data	Multi-storey team and caretakers have a key	Fire brigade will access the box in the event of a fire	Hard copy	1 Vital interest 2 Public task in the public interest	Information is relevant to the properties, not personal data so will be held as long as necessary and then updated	

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Call Recording / Voicemail											
Repairs and Lettings – recorded messages	All calls to repairs (call centre, Gas Team and schedulers) and Lettings are recorded	0800 phone number to repairs and lettings	Head of Customers, Performance & Service Improvement	Over 60,000 calls a year	General Personal Data	Repairs and Lettings Teams; ICT	Council; Solicitors; Courts	Voice recording	1 Public task in the public interest 2 Legal obligation	Wipe off after 90 days	
Recording of outgoing calls from repairs and lettings	All outgoing calls to repairs (call centre, Gas Team and schedulers) and Lettings are recorded	Call from repairs and lettings	Head of Customers, Performance & Service Improvement	Over 60,000 calls a year	General Personal Data	Repairs and Lettings Teams; ICT	Council; Solicitors; Courts	Voice recording	1 Legitimate interest??	Wipe off after 90 days	
PCI – Secure payment system	Payments by card taken over telephone	Facility is used by Rent & Income Team and Leasehold Services	Rent & Income and Leasehold Services Managers		General Personal Data	Only authorised employee taking card details at time of call	Nobody – card details are destroyed immediately	Voice	1 Consent 2 Public task in the public interest	No retention – destroyed immediately after payment is taken	
Voicemails	A customer leaves a voicemail on an employee's work phone	Employee work phone	Employee where voicemail is left	Unknown	Most likely to be general personal data	Only employee has access to his/her voicemail via secure number	Not shared with anyone	Voice	1 Public task in the public interest	Read voicemails are deleted after 31 days No time limit for unread voicemails	

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Communications											
Mail Chimp	Secure external site for sending out bulk emails to customers or employees	Secure external site	Comms Lead	Separate email distribution list for every issue	General personal data	Involvement and Comms Teams	Nobody	Electronic	1 Public task in the public interest	Opt out facility Email addresses to be deleted as soon as person is no longer a Gateshead tenant	
Survey Monkey	External site used for carry out surveys of customers or employees	Secure external site	Comms Lead	Email sent to every address that fits profile for particular survey	General personal data	Involvement an Comms Team	Results of survey are emailed to Officer(s) carrying out survey	Electronic	1 Public task in the public interest	Opt out facility	
Hybrid Mail	Service that enables bulk distribution of letters – currently trialled in gas servicing	External organisation	Comms Lead	Separate letter for every tenant	General personal data		General personal data is shared with mailing company – Data Sharing Agreement in place	Electronic	1 Contract	Electronic letters are deleted 30 days after being sent – this is only to allow TGHC time to check letters have been sent	
Printing and Fulfilment Services	Printing and posting – including TGHC News and other	External organisation	Comms Lead	Over 19,000 tenants	General personal data		Data sharing agreement built into contract – spreadsheet	Electronic	1 Contract		

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Communications											
	publications						of names and addresses sent via secure email for every print				