



Transparency & Trust: A guide for landlords & tenants to data protection and privacy

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Novotel Leeds

Publication by HouseMark in association
with Anthony Collins Solicitors and
AmicusHorizon

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Anthony Collins  solicitors AmicusHorizon

 events

This event launches the first comprehensive guidance for the social housing sector on Data Protection and Privacy.

The publication is completely aligned with guidance provided by the Information Commissioners Office (ICO) but interprets this in practical terms for the housing sector.

The publication also sets out tenants' rights under the Data Protection Act (DPA) and suggests how landlords can work with tenants to reduce the risk of non-compliance with the DPA, maximise the benefits of newly-available data analysis capabilities whilst maintaining customer trust.

The publication anticipates the General Data Protection Regulation, due to commence in May 2018, and touches on the potential implications of Brexit for data protection regulation going forward.

What will you get out of the event?

- Hear from expert speakers on the future of data protection regulation
- Better understand the practical implications of the DPA in social housing
- Clearer appreciation of the DPA rights of tenants and other customers
- Practical advice on navigation data protection risk whilst maximising the opportunities around deeper analysis of customer data

Speakers...

Jane Burns, Solicitor, Anthony Collins Solicitors

Marianne Hood OBE

Jo Mackness, Data Protection and Governance Officer, AmicusHorizon

Arturo Dell, Director of Product Development, HouseMark

Stacey Egerton, Lead Policy Officer, Information Commissioner's Office

Haroon Malik, Principal Consultant, NCC Group Invited

Who should attend?

This is a wide reaching event which would benefit managers concerned about managing the risk around data protection. This can be managed by different areas across organisations but would be beneficial for heads of governance, legal teams, human resources, performance and data analyst's teams as well as front line staff who are responsible for holding tenant data.

Agenda

- 10.00am** **Registration and coffee**
- 10.30am** **Chair's welcome**
Wendy Small, *Director of Operations, HouseMark*
- 10.35am** **The Data Protection Act (DPA) 1998, the new General Data Protection Regulation and the implications of Brexit**
Stacey Egerton, *Lead Policy Officer, Information Commissioner's Office*
In this session Stacey will explore what organisations need to do to ensure their compliance with the new regulations and your legal obligations.
- 11.15am** **Landlord obligations under the DPA and Data Sharing**
Jane Burns, *Solicitor, Anthony Collins Solicitors*
Jane will cover landlord obligations to customers and the challenges imposed by data sharing – drawing upon Anthony Collins practical experience of working with social landlords.
- 11.50am** **Coffee break**
- 12.05pm** **Transparency, trust, and the role of tenants under the DPA**
Marianne Hood OBE
Marianne will outline tenants' rights and the importance of putting tenants at the heart of policy and strategy in order to gain and maintain transparency and trust to ensure that, in meeting the requirements of the DPA, benefits are delivered to both landlord and tenants.
- 12.35pm** **Lunch**
- 1.20pm** **Securing your data from cyber attacks**
Invited - Haroon Malik, *Principal Consultant, NCC Group*
Haroon will cover how organisations are under increasing threat from cyber attacks that allow access to customer data. This session explores how to minimise security breaches and ways to protect your data.
- 1.50pm** **Maximising opportunities whilst managing risk: Case Study**
Jo Mackness, *Data Protection and Governance Officer, AmicusHorizon*
Jo will outline how AmicusHorizon is managing its risk regarding the DPA, how it is evaluating customer data and, how it is using this data to transform and improve its services to tenants and other customers.
- 2.20pm** **Comfort break**
- 2.30pm** **Getting it right: Data Protection, Privacy and Security**
Arturo Dell, *Director of Product Development, HouseMark*
In this session Arturo will cover transparency and the business case for ethical behaviour, accountability to tenants, 'Privacy by Design' and 'Privacy Impact Assessments' and the latest issues around data security.

3.00pm **Panel questions & answers**

This closing session will provide an opportunity to present your questions to the panel to cover challenges you are facing within your organisation.

3.25pm **Chair's closing remarks**

3.30pm **Close**



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