

Accord: Our privacy statement



Your trust is important to us, so we have updated our Privacy Notice to explain more clearly what personal data we collect about you, why we collect it and how we use it.

In order to provide you with the appropriate support, we need to collect specific data about you, including (where applicable) your name, address and contact details. We will also need information relating to your housing history, details of family and next of kin and records of your contact with us.

We may also collect, store and use "special categories" of more sensitive personal information such as information about your race or ethnicity, health, disabilities or vulnerabilities, information about criminal convictions and current/previous details about your mental, emotional and physical health (in circumstances where you are one of our care customers or for general safeguarding purposes)

Where you apply for housing or establish a direct debit with us, we will need to process photo ID, and financial information such as bank statements and income details.

[Click here to view the Customer Privacy Notice.](#)