

Accessing your information

Please contact us using your preferred contact method if you would like copies of some specific information from your files, and we will try to provide it as quickly as possible.

If you require a substantial amount of your personal information, there is a formal process for this, under the Data Protection Act, known as a Subject Access Request (SAR).

What you need to know about making a Subject Access Request:

You can write to us or email us with your request, or download the SAR form for your convenience, which you can post or email back to us. Please write to the Company Secretary, Vectis Housing Association Limited, Chapel House, 30 Chapel Street, Newport PO30 1PZ. .

We may require proof of your identity and address – we will let you know this when we receive your request. There is more information on this on the SAR Form (link above.)

When we receive your valid request – with proof of id/address if required- we will respond and provide your information within one month at the latest. Please note that the time period of one month commences on the day after we receive the request (whether the day after is a work day or not) until the corresponding calendar date in the next month

You can request to see any of the information that we may hold about you, but the more specific you can be about what you require, the quicker we can respond to your request.

Please be aware that we may need to edit some information out, if it relates to other people, as we must protect the privacy rights of all individuals.

If you have any queries about accessing your information please contact enquiries@vectishousing.co.uk or 01983 525985.