

Data Protection and Intellectual Property

TPTracker is a service owned and operated by Arena Partnership of Trumpeter House, Trumpeter Rise, Long Stratton, NR15 2DY (“Arena Partnership”).

An Intellectual Property and Data Protection Agreement forms a binding contract between Arena Partnership and the client (“The Landlord”).

INTELLECTUAL PROPERTY RIGHTS

All data held by the Landlord in their TPTracker site shall remain the property of the Landlord and/or its licensors at all times.

All intellectual property rights (including without limitation all copyright and trademark rights) in and to the websites tptracker.com and tptracker.co.uk, are and shall remain the property of Arena Partnership.

The Landlord shall have no right to use TPTracker except for the purposes of its business as a social housing landlord under the terms of its licensing agreement. The data entered into TPTracker by the Landlord is and shall remain the property of the Landlord.

DATA PROTECTION REGULATIONS

The Landlord acknowledges that the data it enters into TPTracker contains Personal Data, as defined in the Data Protection Act 1998 (“DPA”). Both parties warrant that they shall comply in all respects with all current UK data protection regulations.

The Landlord is the **Data Controller** and is responsible for ensuring it has legal grounds to gather, store and process the data held in TPTracker.

Arena Partnership is the **Data Processor** and is responsible for storing the data held in TPTracker securely in accordance with the seventh data protection principle of the DPA.

Arena Partnership will only process the data held in TPTracker on instruction from the Landlord.

Arena Partnership is licensed with the Information Commissioner’s Office, Ref: Z970774X [see appendix].

TPTracker provides facilitates for the Landlord to anonymise and/or delete data as required and to respond to a Subject Access Request as required.

SECURITY

Access to the Landlord’s TPTracker website is via a high security web link. The Landlord will control who has access to TPTracker and the data held therein.

TPTracker is hosted on servers located on mainland UK only.

Arena Partnership and its agents take all reasonable precautions to guard against unlawful processing of personal data and its accidental loss or damage. Access to personal data is strictly controlled and back-up files are maintained at all times.

For details of hosting security, data backup, server monitoring and 24/7 support see: *‘Information Sheet 2: Hosting Security and Service’*.

CONTRACTS

The DPA requires the Data Controller to define the relationship with a Data Processor in a written agreement. The Data Processor does not have any direct data protection responsibilities other than those imposed on it through such a contract with the Data Controller.

In the absence of any other contract drawn up by the Landlord, this Intellectual Property and Data Protection Statement sets out the entire Agreement between Arena Partnership and the Landlord in relation to its subject matter.

No variation of this Agreement shall be valid unless in writing and signed by authorised representatives of both Arena Partnership and the Landlord.

This Intellectual Property and Data Protection Agreement shall be governed and construed in accordance with English law and both Arena Partnership and the Landlord submit to the non-exclusive jurisdiction of the English Courts.

For Arena Partnership	For <<The Landlord>>
Signature:	Signature:
Name:	Name:
Position:	Position:
Date:	Date:

Updated 04.02.2018

APPENDIX – Information Commissioner’s Office Registration

Registration reference:	Z970774X
Organisation name:	ARENA PARTNERSHIP LIMITED Trumpeter House Trumpeter Rise Long Stratton NR15 2DY NORFOLK
Date registered:	11 December 2006
Registration renewal date:	10 December 2019

Licence details:**Nature of work**

Provision of TPTracker database software and services to social housing providers and other organisations.

Description of processing

The following is a broad description of the way this organisation/data controller processes personal information. To understand how your own personal information is processed, you may need to contact the organisation which owns the data they hold in their TPTracker software and which relates to you, to ask about your personal circumstances.

Reasons/purposes for processing information

We process personal information for TPTracker licensees to enable them to provide services which could include:

- providing products, services, advice, support and activities
- profiling and communicating with their contacts
- maintaining their accounts and records
- carrying out research
- supporting and managing their employees, agents, and contractors

And in addition, for social housing providers, this could include:

- letting, renting and leasing properties
- administering waiting lists
- administering housing and property grants

Type/classes of information processed

We process information relevant to the above reasons/purposes which could include:

- personal details
- financial details
- lifestyle and social circumstances
- education and employment details

- records of services provided, communications and engagements
- complaints
- feedback about the services provided
- feedback about general satisfaction with the TPTracker licensee

We may also process sensitive classes of information for specific licensees, where it is relevant for their activities, which could include:

- physical or mental health details
- sexual orientation
- racial or ethnic origin
- religious or other beliefs of a similar nature

Who the information is processed about

We process personal information about:

- customers and service users
- business associates
- employees including self-employed contractors
- welfare advisers and support workers
- consultants and professional advisers
- survey respondents
- complainants and enquirers
- suppliers and service providers

And in addition, for social housing providers:

- tenants
- other household occupants
- applicants for accommodation which includes their families and households

Who the information may be shared with

PERSONAL INFORMATION: We only share the personal information we store and process with the organisation which supplies, owns and holds the data in their TPTracker software.

STATISTICAL INFORMATION: We may create anonymous statistics and reports based on the data we store and process, but this will never include personal data. It could be shared with:

- central government
- survey and research organisations
- the organisations which contributed to the data set
- other organisations and trade bodies
- charities and voluntary organisations
- press and the media

Transfers

We will never transfer personal information overseas.