



Information law services for housing clients

Capsticks' information law team works with housing providers to ensure the safe and effective use of sensitive information about tenants and staff, helping you build and maintain trust in your organisation. We pride ourselves on delivering a user-friendly, accessible, practical and solutions-focused service.

We can help you with:

Responses to subject access requests

We provide flexible services to meet your needs – from general advice on response arrangements, to a review of complex information for specific requests, to fully outsourced services. We can also help you respond to erasure or rectification requests and objections to processing.

Data Protection Officer support services

Advice and support for your data protection officer or lead, including interim and seconded services.

Preparation and review of policies and procedures

The Information Commissioner's Office regularly highlights the need for organisations to have appropriate policies in place for information governance – we can assist you in drafting these.

Information sharing and data processing agreements

We help ensure that organisations have appropriate arrangements in place for information sharing and outsourced processing of data.

Disclosure requests

We help organisations get the right information to the right people, safely. We can advise on the response to requests from family members, the police and other agencies.

Incident response and management

We can assist you with the recovery of information, managing claims, liaising with the Information Commissioner and notifying affected individuals about incidents involving their data. We help organisations understand trends and prevent reoccurrences.

Projects and integrated support

From smart homes to body worn video, novel uses of information are

becoming more common in the sector. We can help you prepare Data Protection Impact Assessments and follow best practice to get your project over the line. Our information law team works in partnership with our housing management, employment, commercial and development lawyers to ensure that you get joined-up support.

Freedom of Information law

For organisations subject to the Freedom of Information Act and the Environmental Information Regulations, we have an excellent track record in achieving favourable ICO Decision Notices and appeals to the Tribunal.

Training

We provide hands-on, practical training for staff and boards which avoids legal jargon. Working with partners we can even prepare bespoke video training for your organisation.

A 24/7 hotline service

Whether you need a quick sounding-board on a specific question or help managing a situation out-of-hours, our 24/7 advisory service covers data protection issues.

Contact



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