



EDI data policy review

August 2026



8 customers reviewed the new equality, diversity & inclusion data policy



5 customer recommendations



Manager's summary

The overall feedback from customers was that the policy is fit for purpose, and the sections and appendices make it easy to follow.

We will retain the clear structure and appendices, while making the agreed recommended changes raised by the customers.

Continue reading to find out what our customers said,
and how we will action their recommendations.
If you would like further information on this consultation,
please email: makeadifference@selwoodhousing.com



You said...

1. Data breaches - The policy needs to explain data breaches, prevention, and what happens when something goes wrong.
2. Storage and access - Customers wanted more reassurance about physical records secure storage, who can access data, how and why.
3. Choice and rights - The policy should explain customers' legal rights to refuse to provide data.
4. Plain English - Too much jargon, use 'customer' and not 'tenant'. Explain the scope, define GDPR, aggregated data, DPIA, and replace 'data fields'.
5. Additional information - Customers asked if additional personal information, outside of the defined EDI data collection could be added to their account.



We did...

1. Data breaches - We will add a reference and signpost to the data protection policy and customer privacy notice which will cover these points.
2. Storage and access - We clarified that the same security rules apply to both physical and digital data, and is clearly covered within other related documents.
3. Choice and rights - We will add clearer information on customers rights and how the privacy information applies.
4. Plain English - We will update the terminology, add in the missing definitions, and remove or explain jargon.
5. We will not introduce this at present. Collection will remain limited to the defined EDI data collected with clear purpose, avoiding unnecessary or anecdotal information and associated data-protection risks.