

# Protecting your personal data at L&Q

## How do you protect my personal data over the phone?

As part of our commitment to protecting your details, we ask security questions when you contact L&Q about personal information. This helps us meet our obligations under the Data Protection Act, and follows government recommendations, and security measures already used in banks and elsewhere.

## What security questions will you ask me?

The questions we will ask you are:

- What is your full name?
- What is the first line of your address?
- What is your tenancy/customer reference number? (6-digit reference with a letter at the beginning that you will find on your rent statement, under your name and address).

## What if I cannot find my tenancy/customer reference number?

If this happens, we will ask you another security question instead. Your reference is on your rent statement, so keep this handy so we can help you as quickly as possible. You can still make general enquiries, request repairs and request leaflets without answering any security questions.

## Can someone phone on my behalf?

Yes, but you must give consent before we can discuss your account with anyone else and they must be over 18. You can give consent over the phone at the time of the call if the person is with you or by completing a consent form, which we will keep on our records. To get a consent form please phone 0800-015-6536 (option 3), or go to [www.lqgroup.org.uk/privacy-policy](http://www.lqgroup.org.uk/privacy-policy)

## How can I get more information on L&Q's Data Protection Policies?

Further information is found in our leaflet 'Your Guide to Data Protection', available in offices, from L&Q Direct and online at [www.lqgroup.org.uk/privacy-policy](http://www.lqgroup.org.uk/privacy-policy)

**L&Q Direct 0800 015 6536**  
Email: [L&Qdirect@lqgroup.org.uk](mailto:L&Qdirect@lqgroup.org.uk)  
L&Q Direct PO BOX 194  
Sidcup DA15 0AJ

L&Q Direct is staffed between 8am and 8pm Monday to Friday, and 9am to 1pm on Saturday.

\*If calling from a mobile it may be cheaper to phone L&Q Direct on 020 8308 6096.

[www.lqgroup.org.uk](http://www.lqgroup.org.uk)

If you would like a large print, Braille or translated version of this leaflet, please contact L&Q Direct.

