

Barnleigh Housing Ltd.

Privacy Notice

We take your privacy very seriously and we ask that you read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

Who we are

Barnleigh Housing collects, uses and is responsible for certain personal information about you. When we do so we are regulated by the General Data Protection Regulation ("GDPR") which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' and 'processor' of that personal information for the purposes of those laws.

The person responsible for Data Protection is Mrs J Wolff and she can be contacted at Barnleigh Housing Ltd, The Grange, Grange Road, Malvern, Worcs, WR14 3HA.

Key Terms

<i>Personal data:</i>	Any information relating to an identified or identifiable individual
<i>Sensitive Personal data:</i>	personal data revealing racial or ethnic origin, political opinions, religious beliefs, philosophical beliefs or trade union membership, genetic and biometric data, data concerning health, sex life or orientation.

Information we store and use

In the course our role as a Landlord we collect the following personal information when you provide it to us:

- Name, Address, Telephone number and electronic contact details
- Information to enable us to check your identity which may include your date of birth or passport details
- Details concerning your employment at the time of your application to us
- Emergency Contact details
- National Insurance Number
- Nationality
- Marital Status

We may also obtain personal information from other sources if relevant including seeking references. We will only hold sensitive personal data if you give us explicit consent. This personal data is required to enable us to provide our service to you. If you do not provide personal data when we ask for, it may delay or prevent us from providing services to you.

How we use your personal information

We will only use your personal data if we have a lawful reason for doing so, including:

- for the performance of our contract with you or to take steps at your request before entering into a contract;
- for compliance with a legal obligation;

- for our legitimate interests or those of a third party; or
- where you have given consent.

A legitimate interest is when we have a business reason to use your information, so long as this is not overridden by your own rights and interests, an example of this would be where we use your information as an existing customer to keep in touch about existing and new services

Who we share your information with

In the course of carrying out our work as a Landlord we may share your personal data with:

- the Deposit Protection Agency;
- Malvern Hills District Council
- Contractors for repairs and maintenance
- Those providing references
- Utility companies.

We only allow third parties to handle your personal data if we are satisfied they take appropriate measures to protect your personal data. We may disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations.

How long your personal data will be kept

We keep personal data after we have finished providing services for you for the following reasons:

- to respond to any questions, complaints or claims made by you or on your behalf;
- to show that we treated you fairly;
- to keep records required by law.

We will not retain your data for longer than necessary and in compliance with statutory requirements. Different retention periods apply for different types of data. We will retain the personal data of applicants for one year after any failed application. We will retain the data of tenants for 7 years from the end of their tenancy. When it is no longer necessary to retain your personal data, we will delete it, any physical data will be destroyed.

Your Rights

Under GDPR you have a number of important rights under GDPR which include the right to:

- access your personal information
- require us to correct any mistakes in your information
- erase your personal information
- receive copies of your personal information
- object to the processing of your information for direct marketing

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals' rights under GDPR.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We have a procedure in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to Complain

We hope that we can resolve any query or concern you raise about our use of your information. Please contact Mrs J Wolff at Barnleigh Housing, The Grange, Grange Road, Malvern, Worcs, WR14 3HA.

You also have the right to lodge a complaint with a supervisory authority which in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/>

We may change this privacy notice from time to time. We will publish any updated privacy notice on our website.