

Freebridge Community Housing

Placeshaping Privacy Notice

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Freebridge Community Housing

Privacy Notice for Placeshaping

Our Privacy Notice describes the categories of personal data we process and for what purposes. We are committed to collecting and using such data fairly and in accordance with the requirements of the General Data Protection Regulation (GDPR) and Data Protection Act 2018.

1. Introduction

- 1.1 We take your privacy seriously and you can find out more here about your privacy rights and how we collect, use, share and secure your personal identifiable information. This includes the personal identifiable information we already hold about you now and the further personal identifiable information we might collect about you, either from you or from a third party. How we use your personal identifiable information will depend on the services we provide to you.
- 1.2 It is important that you read this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.
- 1.3 This Privacy Notice is a public document available when Freebridge Community Housing (Freebridge) obtain and use your personal identifiable information. It explains how we and appointed third party organisations/people use your personal identifiable information and it details your rights. We obtain your personal identifiable information in order to conduct our normal business operations as a registered social housing provider.
- 1.4 Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the law to the processing and protection of your personal identifiable information.

Should you have any questions about how we use your personal identifiable information, our DPO can be reached by writing to us and addressing your letter to:

Data Protection Officer,
Freebridge Community Housing,
Juniper House,
Austin Street,
Kings Lynn,
Norfolk PE30 1DZ;; or

Email us at DataProtectionOfficer@freebridge.org.uk

- 1.5 Please also refer to Your Privacy Rights (section 3) for more information about your rights and how our DPO can help you.
- 1.6 This Privacy Notice provides up to date information about how we use your personal identifiable information with effect from 25th May 2018 and updates any previous information we have published/supplied about using your personal identifiable information. If we make any significant changes affecting how we use your personal identifiable information, we will make changes to this Privacy Notice, and we will contact you to inform you of these changes.

2. Who We Are

- 2.1 Where we refer to 'we' or 'us' in this Privacy Notice, we are referring to Freebridge.
- 2.2 Freebridge is the 'data controller' of your personal identifiable information because we determine the use of this information. As a registered social housing provider, we are regulated by the HCA's regulation directorate, the Regulator of Social Housing.

3. Your Privacy Rights

- 3.1 From the 25 May 2018 you will have eight rights relating to the use and storage of your personal identifiable information. These are:
- The right to be informed.
 - The right of access.
 - The right to rectification.
 - The right to erasure.
 - The right to restrict processing.
 - The right to data portability.
 - The right to object.
 - Rights in relation to automated decision making and profiling.
- 3.2 In brief, you have the right to be informed who is obtaining and using your personal identifiable information, how this information will be retained, shared and secured and what lawful grounds will be used to obtain and use your personal identifiable information. You have the right to object to how we use your personal identifiable information in certain circumstances. You also have the right to obtain a copy of the personal identifiable information we hold about you.
- 3.3 In addition, you can ask Freebridge to correct inaccuracies, delete or restrict personal identifiable information or to ask for some of your personal identifiable information to be provided to someone else. You can make a complaint if you feel Freebridge is using your personal identifiable information unlawfully and/or holding inaccurate, inadequate or irrelevant personal identifiable information which if used may have a detrimental impact on you and/or has an impact on your rights.
- 3.4 You also have the right to complain to the Information Commissioner's Office, the UK supervisory authority, about our collection and use of your personal data.

They can be contacted at:

Information Commissioner's Office, Wycliffe House,
Water Lane, Wilmslow,
Cheshire, SK9 5AF
<https://ico.org.uk>.

- 3.5 To make enquires for further information about exercising any of your rights in this Privacy Notice, please contact Freebridge's DPO -- please also refer to Section 1 above.

4. What Kinds of Personal Identifiable Information We Use:

- 4.1 We will collect, store, and use the following categories of personal information about you:

4.2 Personal Information

- Personal contact details such as name, addresses, telephone numbers, and personal email addresses. Job title is also collected for financing purposes.

5. How We Gather Your Personal Identifiable Information

5.1 We collect personal information about you from the Service User data form.

5.2 Some further examples of how we may gather your personal identifiable information are set out below:

- From monitoring or recording calls as part of our quality and complaints monitoring arrangements. We record these calls for training and to ensure the safety of our staff;; and
- From our centre based CCTV systems for door entry access, the prevention and detection of crime and to ensure the safety and security of our staff and individuals obtaining services from us.

6. How We Lawfully Use Your Personal Information

6.1 We only use your personal identifiable information where that is permitted by the laws that protect your privacy rights. This will be where:

- We need to use the information to comply with our legal obligations;;
- We need to use the information to perform a contract with you or a contract that we are going to enter into with you;; and/or
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests;;
- Where we need to seek your consent (if consent is needed).

6.2 Where we have your consent, you have the right to withdraw it. See Section 15 for how to withdraw consent

6.3 Special protection is given to certain kinds of personal information that is particularly sensitive. This is information about your health status, racial or ethnic origin, political views, religious or similar beliefs, sex life or sexual orientation, genetic or biometric identifiers, trade union membership or criminal convictions or allegations. We will only use this kind of personal information where:

- We have a legal obligation to do so (for example to protect vulnerable people);;
- It is necessary for us to do so to protect your vital interests (for example if you have a severe and immediate medical need whilst on our premises);;
- It is in the substantial public interest;;
- It is necessary for the prevention or detection of crime;;
- It is necessary for insurance purposes;; or
- You have specifically given us 'affirmative' consent to use the information.

6.4 **Sharing your personal identifiable information**

We sometimes need to gather, use and share your personal identifiable information for particular reasons. The situations in which we will process your personal information are listed below:

- Feedback surveys that are generally anonymous and only shared internally.
- No information is shared with any external bodies

6.5 **If you fail to provide personal information**

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you (such as paying you or providing a benefit), or we may be prevented from complying with our legal obligations (such as to ensure the health and safety of our workers), or regulatory requirements.

6.6 **Change of purpose**

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above reasons, where this is required or permitted by law.

7 **Automated Decision Making**

7.1 We do not envisage that any decisions will be taken about you using automated means, however we will notify you in writing if this position changes.

8 **Data Sharing**

8.1 We will share your personal information with third parties where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.

8.2 "Third parties" includes third--party service providers (including contractors and designated agents) and other entities within our group.

8.3 All our third--party service providers are required to take appropriate security measures to protect your personal information in line with our Data Protection policy. We do not allow our third--party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

8.4 We may share your personal information with other third parties, for example in the context of the possible restructuring of the business, or to share your personal information with a regulator or to otherwise comply with the law.

8.5 We have put in place appropriate security measures to prevent your personal information

from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

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

9 Transferring information outside the EU

- 9.1 We do not normally transfer your information outside the UK. There may be some occasions when your information leaves the UK because a third party has servers outside the UK; on such occasions, we will take steps to ensure that your information is processed securely.

10 Data Retention

- 10.1 We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

- 10.2 In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

11 Rights of Access, Correction, Erasure and Restriction

11.1 Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

11.2 Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation

which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.

- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

11.3 If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the DPO in writing.

12 No Fee Usually Required

12.1 You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

12.2 We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

13 Right to Withdraw Consent

13.1 In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact the DPO. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

14 Changes to this Privacy Notice

14.1 We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.