

MBM Privacy Policy (GDPR)

Introduction

Mbm Cooperative Services Ltd (mbm) is registered with the Information Commissioner's Office (ICO) under the General Data Protection Regulation (GDPR) as we collect and process information that may be personal to you.

We will normally process personal data so that we can deliver management services as specified by our clients in line with our service agreement.

Why Do We Hold Information About You?

We hold information about you so that we can:

- Provide services in line with the terms of our service agreement.
- Deliver housing management functions.
- Confirm your identity to enable us to provide certain services.
- Contact you by post, email or telephone.
- Understand your needs to tailor our service delivery.
- Update your customer record.
- Allow us to undertake statutory functions on behalf of your landlord.
- Make sure we meet our statutory obligations including those related to diversity and equality.

The information we hold about you will be used for the following reasons on behalf of our clients:

- Carry out repairs and maintenance.
- Managing the terms of your tenancy agreement.
- Contact you about your rent.
- Speak to you about your housing applications.
- Provide statistics on tenant / household profiles where required by the Housing Regulator.

What Information Will You Need to Give Us?

When you contact us, we may ask you:

- Your name, address and contact number.
- Your ethnicity, age, sex, date of birth, employment status or whether you have a disability.

We will only use this information to provide you with a service.

Telephone - If you contact us by telephone, we will inform you if we record or monitor the calls you make to us. We may do this to increase your security, for our record keeping of the transaction and for staff training purposes.

Email - If you send us an email, we may keep a record of your email address, as well as your email for our records. For security we would recommend that you keep confidential information you send us via email to a minimum.

The Legal Basis for Processing Your Information

- You, your landlord, legal representative has given consent.
- You, or your landlord has entered into a contract with us.
- It is required by law.
- You have made your information publicly available.
- It is necessary for employment purposes.
- It is necessary for archiving, researching or statistical purposes.

Where we process your information entirely from our consent or the consent of your landlord, you have the right to request that your information is withdrawn by writing directly to your landlord or by emailing admin@mbm.coop however, this may affect service delivery to you.

Information Sharing

As a managing agent we will at times need to share your information with other third parties to deliver services in line with our management agreement. These providers are obliged to keep your details securely and use them only to deliver a justified need.

We may disclose your information to provide:

- Repairs and maintenance.
- The prevention and / or detection of crime or fraud.
- Benefit support.
- To comply with a legal obligation.
- To prevent risk or harm to another person.

How We Protect the Information We Hold and Your Rights

Our aim is never to be intrusive and we won't ask you unnecessary or irrelevant questions. We will do what we can to ensure that your information is accurate, and we will never keep it for longer than we need to. There may be times where you find that the information, we hold is no longer accurate and you have the right to have this corrected.

You are legally entitled to request access to information about you that we hold, and a copy can be requested. This only applies if the information we hold is being used with yours, or your landlords' consent and if decisions were made by a computer and not a human being. We are not required to disclose information where we are required to hold it by law. The information you provide will be protected by adequate organisational and technical measures to ensure that it is only accessed and seen by those who need to, and not disclosed to others.

Website

If you are a user with general public access, our website does not store or capture personal information, but merely logs a number called your IP address which is automatically recognised by the system.

The system will record personal information if you:

- Subscribe to or apply for services that require personal information
- Report a fault and give your contact details for us to respond
- Contact us and leave your details for us to respond

We employ cookie technology to help log visitors to our website.

Cookies

We sometimes place small data files on your computer. These are known as cookies and most websites do this. A cookie is a string of information that is sent by a website and stored on your hard drive or temporarily in your computer's memory. The information collected is used for the administration of the server and to improve the service provided by the website. Cookies provide an audit trail of your browsing history, you can reject the use of cookies, but you may be asked for information again, e.g. to participate in a survey. Cookies improve browsing by remembering who you are after you login to the site.

Complaints

If you have any questions about how your information is held, or wish to make a complaint about the use of your information you should in the first instance write to your landlords dedicated Data Protection Officer or email us at admin@mbm.coop

If you are unhappy with the way your landlord or mbm has responded to your complaint or query, you can contact:

The Information Commissioner
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Telephone: 0303 1231113
Email: casework@ico.org.uk

Website: <https://ico.org.uk>

