

Our Commitment to Your Privacy

As part of our commitment to protecting your information, we have created our Privacy Notice to explain how we collect, store and handle your personal data.

We have always been careful to protect your information, but this is part of our ongoing commitment to be transparent about how we use your information and keep it safe. This will also give you more clarity over how your information is being managed.

Through our privacy notice, we have addressed the new standards introduced by the European data protection law, known as the General Data Protection Regulation (GDPR).

Who we are

Lafford Homes Limited is registered with the Information Commissioner's Office (ICO) as a 'data controller' under ZA531015. This means we decide what personal data we collect, what is going to happen with it, where it is stored and how long for.

What information we collect

The information we collect from you includes your:

- Name
- Postal address
- Email address
- Telephone number
- Basic details of all household residents
- Banking details
- Rent and other payments
- Proof of housing eligibility.

We may also collect and receive data about you from third parties, which can include information from a guarantor or from a joint tenant or other residents. Public bodies, such as, other local authorities or the Police may give us information about you. This can include the Department for Work and Pensions or the local authority where you are receiving Universal Credit or housing benefit. Utility companies or service providers may also give us personal information about you.

We obtain information about you if we carry out credit checks or take up references. We may also receive information from you via websites or from online rental portals.

Why we collect your data

We collect information from you via a variety of sources, including when you apply for one of our properties or services, complete one of our forms, when you call, write, e-mail or meet with us or respond to a survey. However, if you do not wish to provide this information, we may not be able to proceed with your tenancy.

As far as is reasonable and practicable, we will ensure that the information recorded is accurate and kept up to date.

How we collect your data

We are processing your data under the following legal bases:

- Consent – consent may be requested in certain cases, for example, to obtain a reference. However, we do not generally rely on your consent to process your personal data
- Performance of a contract – perform our contract so that we can carry out our responsibilities under the tenancy agreement with you and to be able to manage your tenancy.

We may monitor, record and retain your communications, which is in our legitimate interests to maintain an accurate record. This may be necessary to manage your tenancy or the property, or to deal with your application for a tenancy, and to manage our ongoing dealings with you.

In addition, we conduct research and consultation to help improve our services offered to you, gauge customer satisfaction and to evaluate our performance. Where possible, statistical information is anonymised or pseudonymised. We treat it with the utmost care and take appropriate steps to protect it.

When we'll share your data

We will share limited personal data with our contractors who are carrying out services on our behalf. Our contractors are required to comply with data protection law to ensure data is managed appropriately and for specified purposes, including to complete emergency, responsive or planned property repairs.

Legally we must also hold and process information relating to any tenancy deposit which you pay to us including sharing your information with a deposit scheme by which any deposit is protected.

We may share your information with a language translation service if it is necessary to translate information for you.

We may need to share your information with government departments and utility companies or with other organisations and agencies where we are legally allowed to do so.

In addition, we have a legal duty to provide personal information to other organisations or if there is a good reason that is more important than protecting your privacy. This does not happen often, but we may share your information with the Police in order to find and stop crime and fraud, for example.

We do not sell your personal information to anyone and will never share your information for marketing purposes.

Rarely do we transfer personal information to other countries outside the EEA, but for those circumstances in which we do, suitable security arrangements would be in place.

Know your rights

You have many rights regarding your personal data, which include accessing the personal information we hold about you. In addition, you can ask us to correct inaccuracies and potentially erase, correct and restrict the personal information we hold.

Furthermore, you have the right to data portability, which allows individuals to reuse their personal data for their own purposes across different services allowing them to move, copy or transfer personal data more easily.

Where possible we will seek to comply with your request, but we may be required to continue to hold and process some information to comply with a legal requirement.

On occasions we need your consent to use your personal information, for example, subscribing to newsletters. Where you have given us consent, you have the right to withdraw it at any time. However, we do not always need consent to use personal information if we need it to meet regulatory requirements or to perform a contract with you.

If you want to get in touch with us with regards to your rights and/or you wish to remove your consent, please contact dataprotection@n-kesteven.gov.uk

How we protect your information

We comply with all laws concerning the protection of personal information and have appropriate security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of personal information.

Examples of our security include, encryption, meaning that information is hidden and cannot be read without certain knowledge, such as a password. In addition, we control access to systems and networks, which allows us to stop people who are not allowed to view your personal information from getting access to it.

How long do we keep your information?

We will keep your information for as long as the agreement is active, or where money is owed on the account, and for a period not exceeding three years afterwards. However, if your tenancy application does not go ahead then we retain data for one year.

Where can I get advice?

If you have any concerns or questions about how your personal information is handled, please contact our Data Protection Officer at dataprotection@n-kesteven.gov.uk or by calling 01529 414155.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF.

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

Alternatively, visit ico.org.uk or email casework@ico.org.uk.