



COSSINGTON HOUSING CO-OPERATIVE PRIVACY NOTICE

You are a member and a tenant of Cossington Housing Co-operative, and the co-op provides your housing services.

Your trust is important to us. We have updated our Privacy Notice to explain more clearly what personal data we collect about you, why we collect it and how we use it.

What personal data do we collect?

In order to provide you with the appropriate support, we need to collect specific data about you, including (where applicable) your name, address and contact details. We will also need information relating to your housing history, details of family and next of kin and records of your contact with us.

We may also collect, store and use "special categories" of more sensitive personal information such as information, where applicable, about your race or ethnicity, health, disabilities or vulnerabilities, information about criminal convictions and current/previous details about your mental, emotional and physical health (for general safeguarding purposes).

When you apply for housing, we need to process photo ID, and financial information such as bank statements and income details.

Where do we collect this personal information from?

We'll collect this information from the following general sources:

- From you directly and from any family members;
- From other organisations, such as other landlords, who transfer your personal information to us when we do something for you that they would previously have done;
- From trusted external sources such as Fraud Prevention Agencies, Credit Reference Agencies, DWP, HMRC and organisations to assist in the detection and prevention of crime, including police and law enforcement agencies.

Why we collect your personal data

We use your personal data, including that listed above, to provide you with your home and services, and to do it in a way that meets your needs and takes into account any risks that we are legally obliged to consider. Your personal information allows the co-op to issue tenancy agreements and/or to provide you with services according to your individual needs. Without this information, we would not be able to reliably and safely provide your housing service.

What are our legal grounds for processing your personal information (including sharing it with others)?

We rely on at least one of the following lawful purposes for using your personal information:

- **Where it is needed to provide you with your homes and/or housing services;**
- **Where it is in our legitimate business interests to do so;**
- To comply with our **legal obligations;**
- With your **consent or explicit consent, and/or;**
- For a **public interest**

All personal information is held securely and only accessed by those with a legitimate business interest to access it.

How long do we keep your Personal Data?

We will keep your personal information for as long as you live in your co-op home. If you move out, we will retain your information in line with legal/regulatory requirements or guidelines.

Your rights under data protection laws

You have a number of rights over the way in which we process your personal data. They are listed below. If you wish to use any of them, we will explain at the time if they are valid or not.

- **The right to be informed** (this short Privacy Notice and the full Privacy Notice available from our website);
- **The right to request access** to your personal information by completing a Subject Access Request form (available from our website or by writing to us at the address at the bottom of this notice);
- The right to have personal data **corrected or made complete;**
- The right to **have personal information erased** (also known as the 'Right to be Forgotten');
- The right to **object to processing** of your personal information;
- The right to **restrict processing** of your personal information;
- The right to **move, copy or transfer** your personal information, and;
- The right to **query automated decision making;**

We will need to request specific information from you to help us confirm your identity so that you can exercise any of these rights,

If you believe that we have not complied with your data protection rights, you can complain to the Information Commissioners Office via the following web-site (<https://ico.org.uk/concerns/handling>).

**What if your personal data changes?**

You should tell us when your personal data changes so that we can keep our records up-to-date and accurate.

Transferring personal data outside of the UK/European Economic Area (EEA)

We are a UK based organisation and we do not transfer your data outside of the EEA.

Changes to this Privacy Notice

We may change this shortened privacy notice from time to time in order to reflect changes in the law and/or in our privacy practices. You will be able to access the latest privacy notice via our website.

What if you're not happy with this Privacy Notice?

We have a Data Protection Officer (DPO), whom you can contact if you have any concerns about this Privacy Notice or concerns in the way we have processed your personal data. You can contact our DPO by writing to them at.