

## **Privacy Notice**

This Privacy Notice provides information about how your personal data will be collected, processed and stored in accordance with the requirements of the General Data Protection Regulation (GDPR).

### **Who are we?**

Somerset Care and Repair, Barley House, The Old Brewery, Charlton Estate, Shepton Mallet, BA4 5QE.

### **What is 'personal data'?**

Personal data only includes information relating to natural persons who can be identified or who are identifiable, directly from the information in question; or who can be indirectly identified from that information in combination with other information.

### **What is the purpose of processing your data?**

When you make an application to enter into a new tenancy agreement or renew an existing tenancy agreement in respect of a residential property under our control, we will use the data you have provided to determine whether to approve your application, and if so to manage the contractual relationship which will exist between us, including the provision of information about other services provided by us which you have told us may be of interest to you.

### **What is the lawful basis for this processing?**

Processing is necessary for pre-contract approval and subsequent performance of our obligations under that contract.

### **What type of data do you keep?**

We will securely store the information you have provided in the tenancy application form as either or both paper and/or electronic files. That will include your name, current address, email address, telephone number(s) national insurance number, date of birth, financial information, proof of identity, right to residency and responses to any references and/or credit agency checks you have given your consent to be taken up.

### **Who is this data shared with?**

Other than those members of our staff directly involved with managing the tenancy agreement, we may pass your contact details ONLY to third party service providers, agents, contractors and other associated organisations for the express purpose of completing maintenance tasks and providing services to you on our behalf.

We may on occasion be required to pass your personal information to a Government department such as HMRC, The Department for Work and Pensions (DWP), the Police or other statutory bodies and for other lawful purposes in relation to your tenancy agreement.

We will not share your data with any third party for direct marketing or other commercial purposes.

### **How long will my personal data be retained?**

Your data will be retained for the duration of your tenancy and for a period of six years after it has ended in order to comply with statutory requirements. In the event that your application for a tenancy is unsuccessful your data will be retained for a period of twelve

months. After the expiry of these periods your data will be permanently deleted from our systems and paper records on file securely destroyed.

### **What are your rights?**

- You may request a copy of the personal data stored by us.
- You may request correction to any erroneous data.
- You may request deletion of data, if not in violation of statutory or contractual requirements.
- You may request that the use of personal data be restricted, provided this does not restrict our contractual obligations.

### **Complaints**

If you have a complaint about the way we have processed your data which we have been unable to resolve to your satisfaction, you may lodge a complaint with the supervisory authority, The Information Commissioner's Office, by contacting their Helpline on 0303 123 1113 or online at [www. ico.org.uk/make-a-complaint/your-personal-information-concerns/](http://www.ico.org.uk/make-a-complaint/your-personal-information-concerns/).