**Resident Privacy Notice**

At The Abbeyfield Dulwich Society, we’re committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about our residents, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you’re happy with any changes.

Any questions regarding this Policy and our privacy practices should be sent by email to: fleuribus@gmail.com.

**Who are we?**

The Abbeyfield Dulwich Society is a registered charity (no. 231852) and company limited by guarantee (no. 00772489). The registered address 91 Stradella Road, London SE24 9HJ (**Abbeyfield**).

**How we collect your information**

Abbeyfield collects information from you via a variety of sources, including when you apply for accommodation at our property or services, complete one of our forms, when you call, write, e-mail or meet with us or respond to a survey. We may collect information when you use our social media sites or website.

We may also take photographs at our events, at our property and in our community to use for general marketing and publicity. However, photographs of individuals will only be used for those purposes with your consent.

We may receive information about you from third parties including:

* Your council or benefits office relating to your home.
* Prior landlords and credit agencies when you apply for accommodation.

• Welfare or support organisations dealing with you.

• Councillors, MPs or other representatives acting on your behalf/instruction.

**4. What information we collect about you**

The information we may require from you, includes:

• Full name (and proof of your identity / photo ID).

* Date of birth

• National Insurance number (your unique identifier).

• Contact details (phone, e-mail or correspondence address).

• Details of anyone authorised to act on your behalf if applicable.

• Banking details.

• Other personal information that will vary on a case by case basis to help us resolve alleged anti-social behaviour or fraud.

* Disabilities or vulnerabilities. We use this information to tailor our service to better meet your particular circumstances and needs. We may use this information for safeguarding of staff.
* Financial information. We may use this to help resolve arrears payments and optionally to assist you in the payment of your residential charges.

• Health and medical information. We may use this information to tailor our service to better meet your particular circumstances or needs. We may use this information for safeguarding of staff.

If you do not provide the information we need then we may not be able to provide all our services to you.

**What processing we do with information collected**

The information we require from you is used to manage the terms of your residential agreement between you and Abbeyfield. Please read your contract carefully for specific details as ‘performance of a contract’ is usually the legal basis for Abbeyfield processing your information and carrying out our activities.

The processing activities we conduct can be summarised as:

* Managing your account charges and payments, including arrears.

• Managing the repairs, maintenance and adaptations of our property.

• Ensuring residential conditions are complied with, such as dealing with anti-social behaviour .

• Complying with relevant legislation and regulation.

Abbeyfield operates a range of information and communications systems and technologies for efficient operation of the business. Personal information is stored and managed within those systems which are maintained to achieve a high level of confidentiality, integrity and availability including following best practice cyber security standards.

We hold information in IT systems which may be copied for testing, backup, archiving and disaster recovery purposes. All data is held within the UK.

**Additional services**

Abbeyfield has a number of volunteers who may assist with the running of our home or provide assistance to residents.

**Property information**

Much of the data we use relates to our property and its maintenance and repair. We do not consider property information used in conjunction with the property address to be your personal information. For example: planning to replace windows or a repair to a tap.

We are usually happy to provide you with answers to questions you may have about the home you are living in and work done to it.

As soon as your name, contact details or other personal information is used in conjunction with property information, such as to complete a property repair visit, then this is treated as personal information.

**How we will communicate with you**

Abbeyfield needs to communicate with our residents and this will usually be in person, in writing or by telephone, but is more commonly becoming electronic and paperless.

We will only discuss or communicate your residential agreement details with those named on the agreement or those authorised (temporarily or permanently) by you. You can authorise someone temporarily verbally over the phone or permanently in writing.

**Who we share data with and how long we keep information**

Abbeyfield shares limited personal data with our contractors who are carrying out services on our behalf. Our contractors are required to comply with the law and our own Data Processing Agreement to ensure data is managed appropriately and for specified purposes, including to run our out-of-hours telephone service or to complete emergency, responsive or planned property repairs.

Abbeyfield may need to share personal information with government departments and agencies, with our regulator and auditors, with medical professionals, utility companies or with other organisations and agencies where we are legally allowed to do so.

Information relating to your residential agreement will be kept for as long as the agreement is active or where money is owed on the account, and for a period not exceeding six years afterwards.

**What we will not do**

We will not send you unsolicited marketing material. We will not sell your personal data on to third parties.

We will not pass on your personal data to unrelated third parties unless we are allowed or required to do so by law or we have your explicit permission to do that.

We will not transfer or store your personal data outside of Europe (the European Economic Area) outside of the control of the UK / European regulations.

**Your rights, the right to complain and the ICO**

You have the right to request a copy of the data we hold about you. If you wish to request access to any of your personal data please complete a Subject Access Request form. We will respond within a month of making a request.

It will always help if you can be as specific about what personal data you want to see, what it relates to and within what timeframe, as that will assist our search.

You have the right to correct information that we hold. Please advise us of any changes or corrections by contacting fleuribus@gmail.com. You may withdraw your consent to use any information that was previously provided with your consent. Please advise us if you wish to withdraw any consent previously given.

You also have other rights which can be seen by visiting the Information Commissioner’s Office (ICO) website and reading about Data Protection law at <https://ico.org.uk/>.

You have the right to complain about any matter relating to our service, including how we use your personal data. In the first instance please refer to our complaints policy, which is available in our home

If you wish to complain about our use of your personal data you may complain to the UK Information Commissioner’s Office (ICO) at <https://ico.org.uk/>.

**Further information**

For further information about Abbeyfield, please see our website at [www.abbeyfielddulwich.com](http://www.abbeyfielddulwich.com). (including website terms & conditions and information about website cookies).

**Changes to our Privacy Notice**

Our Privacy Notice is regularly kept up to date and this version was updated on 18 May 2018. The latest full version is always available from our website at [www.abbeyfielddulwich.com](http://www.abbeyfielddulwich.com).