Brighter Places Privacy Notice

Introduction

Brighter Places is committed to ensuring that the privacy of everyone whose personal data it collects is protected. All the personal data we collect and process is used in accordance with the UK GDPR and the Data Protection Act 2018.

This Privacy Notice sets out why we collect personal information, how we use it and who we may share it with. It also explains individuals' rights under the UK GDPR. If we ask for information which can be used to identify an individual, we will only use it in accordance with this Privacy Notice.

Brighter Places as the Data Controller

Brighter Places is a data controller, meaning that it determines and implements various processes for how it collects and uses personal information.

Our contact details for any questions about how we use personal data are:

E-mail: dataprotection@brighterplaces.co.uk

Post: Data Protection Officer, Brighter Places, Eden House, Eastgate Office Park, Eastgate Road, Bristol BS5 6XX.

Why we collect personal information

We may collect and process personal information if someone contacts us and wants to engage with us on a particular subject or issue about our tenants, leaseholders, properties or contractors.

The information we collect

- Identity Data, including first name, maiden name, last name, username or similar identifier, marital status, title, date of birth, gender, nationality.
- Contact Data, including home address, email address and telephone numbers.
- Household Data, including the number and age of members of your family and anyone else living with you. It may also include identity data.
- Financial Data, including bank account, payment card details, bank statements, details of income and expenditure.
- Transaction Data, including details about payments such as rents and repairs.
- Marketing and Communications Data, including your preferences in receiving marketing from us and our third parties and your communication preferences.
- Special Category Data, including ethnic origin, sexual orientation, disability and religion.
- Query/Complaints Data. Information from tenants or non-tenants regarding queries or complaints relating to our contractors , antisocial behaviour or complaints..

'Special category' data

Under the UK GDPR, certain personal information is classed as 'special category' data. This includes information relating to racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, data concerning health and data about sexual orientation.

In many situations it is not necessary for us to gather this information, but where we do need it we minimise the collection and use of special category personal information.

Our use of Special Category data includes:

- Information about your health, where that is necessary for us to provide our services to you. For example where we provide you with accommodation or aids and adaptation to suit your needs.
- Information about your ethnic origin, sexual orientation, disability and religion. We request this to help us monitor and review whether we are providing our services equally. We never use this to make decisions about any individual. We will always allow you to choose whether you wish to give us this data.

We may also collect information about criminal convictions and offences. We will do this only where it is relevant protect our colleagues or contractors, service you use or housing provided by us.

For our specialist support services we may collect other types of data. If that is the case we will tell you when you use the service.

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you. For example, to provide you with goods or services. In this case, we may have to cancel a product or service you have with us, but we will notify you if this is the case at the time.

How we use personal information

We collect and retain personal information, which may sometimes include special category data, so that we can provide our services and maintain a record of those services. The table below explains how we use this information.

Purpose or activity	**Types of data**	**Our lawful basis for processing**
To register you as an applicant for housing	Identity Contact Household Special category data Criminal convictions Financial	Performance of a contract with you. Necessary for the purpose of carrying out our obligations in law. Necessary for reasons of substantial public interest.

To process and deliver our services including: • Rents & service charges • Collect and recover money owed to us • Affordability checks • Carry out repairs and investment in your property	Identity Contact Financial Transaction	Performance of a contract with you.
To administer and protect our colleagues & contractors	Identity Contact Household Special category data Criminal convictions Complaints / anti-social behaviour	Necessary for our legitimate interests Necessary for the purpose of carrying out our obligations in law Necessary for reasons of substantial public interest
To gain feedback and keep you up to date	Identity Contact Marketing and communications	For our legitimate interest, we will always provide an opportunity to opt out.
To send marketing communications	Identity Contact	If you gave your consent to receive these communications
To process queries & complaints (from tenants or non-tenants) regarding our contractors	Identity Contact Query or complaint data	Necessary for our legitimate interests

How long we keep the information

We only keep personal information for as long as we need it to carry out the activities outlined in this Notice. After the end of the retention period, the data will be securely deleted from our records.

We may need to retain certain data indefinitely when we are required to do so by law, for example, statutory consultation documents.

Consent

Where we process personal data with your consent, you have the right to withdraw that consent at any time. It is important to note that if we do not have consent in these situations, we may be unable to support individuals in the best way possible.

Data security

We are committed to ensuring that personal information is stored securely. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect, process and share.

International transfers

We use external service providers who handle your personal information on our behalf. We have appropriate agreements in place with these service providers.

Where a service provider is located outside the UK, we make sure any transfers of personal information are protected by an adequacy decision, or other appropriate safeguards measures, such as Standard Contractual Clauses.

Sharing information with other organisations

We may share personal information when it is necessary or we are legally obliged to do so. For example:

- When we must share data to comply with the law, e.g. if requested by the police, health authorities, HMRC or government departments.
- When it is for the detection and prevention of crime, prosecution of offenders and for the detection and prevention of fraud.
- To seek legal advice or in connection with court proceedings or statutory action to enforce compliance with a lease, or when obliged to refer cases to the First Tier Tribunal (Property Chamber) Residential Property for a decision.
- Where there is a clear health and safety risk.
- Where there are child protection and safeguarding issues.
- Where there is a clear risk to others.
- When you request services or raise a query or complain to us or our contractors, which require actions to be carried out to rectify.

We also share personal information about our tenants and buyers with the Government (Ministry for Housing Communities and Local Government) for research and statistical purposes. For further information please see our CORE privacy notice.

Individuals' rights in relation to personal data

The UK GDPR gives certain rights to individuals in relation to the personal data we hold and process. These include:

- *The right to be informed*
    - Individuals have the right to be informed about Brighter Places' purposes for processing their personal data, how long Brighter Places will retain that data, and who Brighter Places will share it with. This information is provided in this Privacy Notice.

- *The right of access:*
    - Individuals have the right at any time to ask what information we hold about them and how we use it. This is called a Subject Access Request (SAR). A SAR can be made verbally to a Brighter Places employee by phone or in writing. We may request proof of your identity.

      We will respond to all SARs within one month. We are permitted to extend the time to respond by a maximum of a further two months if a request is particularly complex or a number of different requests have been made by a single individual. We will contact the individual within one month of receiving their request to explain why the extension is necessary.

- *The right to rectification*
    - Individuals have the right to have inaccurate personal data rectified, or completed if it is incomplete.

- *The right to erasure*
    - Individuals have the right to have personal data erased, also known as 'the right to be forgotten'. However, in some instances we may have to retain data for specified purposes. Each situation will be reviewed on a case by case basis and if we need to refuse a right to erasure request we will explain the reasons why.

- *The right to data portability*
    - Individuals have the right to data to obtain and reuse their personal data for their own purposes across different services; to move, copy or transfer personal data easily from one IT environment to another in a safe and secure way, without affecting its usability.

- *The right to object*
    - Individuals have the right to object to the processing of their personal data in certain circumstances.
    - This is applicable to activities such as direct marketing, for example, the newsletters Brighter Places occasionally sends.
    - All Brighter Places' e-mail newsletters contain an 'unsubscribe' link.

- *The right to restrict processing*
    - Individuals have the right to request the restriction or suppression of their personal data. This is not an absolute right and only applies in certain circumstances.
    - When processing is restricted, organisations are permitted to store the personal data, but not use it.

- We reserve the right in some cases to continue to use personal data if we are legally obliged to and/or where we consider processing to be necessary and can claim a lawful basis or legitimate interest for doing so.

- *Rights in relation to automated decision making and profiling*
  - Individuals have the right to object to automated individual decision-making (making a decision solely by automated means without any human involvement); and profiling (automated processing of personal data to evaluate certain things about an individual).
  - Brighter Places does not carry out automated decision making or profile data.

In most cases we will not charge a fee for responding to one of these requests. However, where a Subject Access Request is considered to be unfounded or excessive, we are permitted to charge a "reasonable fee" for the administrative costs of complying with the request. The Data Protection Officer will decide on a case-by-case basis if a fee is applicable on these grounds.

We may also charge a reasonable fee if an individual requests further copies of their data following an initial SAR. The fee must be based on the administrative costs of providing further copies.

To exercise any of the rights explained above, please contact our Data Protection Officer:

E-mail: dataprotection@brighterplaces.co.uk. Post: Data Protection Officer, Brighter Places, Eden House, Eastgate Office Park, Eastgate Road, Bristol BS5 6XX

Complaints

If you are unhappy with how we have collected, used, shared, stored or otherwise handled your personal information, you have the right to raise a complaint with us.

Complaints can be made to feedback@brighterplaces.co.uk where your complaint will be acknowledged within 30 working days. We will take appropriate steps to investigate and tell you the outcome without undue delay.

If you remain dissatisfied with your complaint response you can refer the matter to the Information Commissioner's Office.

Information Commissioner's Office (ICO)

The ICO is the Supervisory Authority in the UK for data protection matters. More information about the UK GDPR and individuals' rights information can be found on the ICO's website at https://ico.org.uk/

Questions about Brighter Places' Privacy Notice

We are happy to answer any questions or provide a copy of our full Data Protection Policy on request.

E-mail: dataprotection@brighterplaces.co.uk

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Brighter Places
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