



The Whiteley Homes
Trust

Privacy Notice for a user of the Whiteley Advice Bureau at Whiteley Homes Trust

Introduction

This document is aimed at people using the Whiteley Advice Bureau at Whiteley Homes Trust. It is an explanation of why we collect your personal data, how we will handle it during and after the time in which you use our services, how we store it, how long we keep it for and who we share it with. The document also outlines your rights regarding your personal data and who to speak to if you have any concerns regarding the management of your data at The Trust.

Why we need your personal data

To provide advice services we need to collect and process your personal information. This information is collected solely from you.

What we do with your information

The information that we hold on you is kept to enable us to provide the services that you require. It may be used to do some or all of the following:

- Review the type and frequency of enquiries that we are receiving at the Bureau
- Review whether or not we need to refer your query to another department within the Trust

Where and how we keep your personal data

All the personal information we hold on you will be held on site and in a secure storage facility. Electronic data is protected by the use of access controls and a robust network security regime. Paper documents that include all personal information are kept securely locked away.

How long will we keep your personal data

The information that we collect will be held for no longer than 6 months after which time it will be securely destroyed. We will keep some records permanently if we are legally required to do so. We may keep some other records for an extended period of time. In general, we will endeavour to keep data only for as long as we need it. This means that we may delete it when it is no longer needed.

Who we share your personal data with

Your personal information may be shared internally within the Trust to enable us to perform the services that we have agreed with you. The information collected at this advice point, will not be shared with any external parties.



Your rights regarding your personal data

The General Data Protection Regulation allows you the following rights:

- The right to be informed about what personal data we keep, where and how we process it and who we share it with. We provide this information to you in this document.
- The right to access a copy of your personal information via a SAR. If you do request a copy of your information we will provide it to you in electronic or paper format within 40 calendar days of receiving the request.
- The right to rectification of your personal data held by The Trust. If you request a change to your data, we will make the changes within one month of your request.
- The right to have your data erased. This right is not absolute and only applies if we are able to do so without breaking other laws that we need to abide by. If it is possible to erase your data, we will do so within one month of receiving your request.
- The right to restrict us processing your data. This is not an absolute right and only applies in certain circumstances. Where we are able to comply with a request to restrict processing we retain your personal data but not process it.
- The right to data portability. This right applies only to data you have provided to us. If you request a copy of your personal information for your own purposes, we will give you the data in either paper or electronic format.
- The right to object to the Trust processing your personal data. You have the absolute right to object to the Trust using your personal data for direct marketing purposes.
- Rights related to automated decision-making including profiling. This right relates to processes where decisions are made solely by automated means without any human involvement. Although the Trust has no automated decisions process we are obliged to inform you of this right.

What we do to ensure your personal data is secure

The Whiteley Homes Trust is registered with the Information Commissioner's Office (ICO) as a data controller. Our registration number is Z8923170.

Reporting concerns regarding our management of your data

If you have any concerns regarding our management of your data please make us aware by contacting our Data Privacy Officer. You have the right to make a complaint to the ICO at any time.

Amendments

The Trust reserves the right to update or amend this privacy notice at any time. We will issue you with a new privacy notice when we make a significant change.

Contact details

Data Privacy Officer Tel: 01932 842360 Email: dpo@whiteleyvillage.org.uk