

Privacy Policy

How we use your data

1. Introduction

Space Homes is a trading name of YH RESIDENTIAL LTD. Company Number 04604866.

Our registration number with the Information Commissioner's Office is Z9418003.

If you have any questions regarding this Privacy Notice or how we process your personal data please contact us using the details below:

Data Protection Officer

Yorkshire Housing, The Place, 2 Central Place, Leeds, LS10 1FB

This privacy notice gives you information on how we collect and process your personal data through your use of this site and any data you may provide if you contact us regarding our products and services.

We have appointed a data protection officer (DPO) who is responsible for monitoring and providing guidance with our GDPR status. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact us using the contact information in section 15 of this privacy notice.

2. Why we Collect your personal information

- Website visitor / user

IP address

- Prospective Tenant

Name, Address, Email, Telephone Number

Information relating to: Health, Race, Ethnic Origin, Criminal Records

- Tenant

Name, Address, Email, Telephone number, Date of Birth, CCTV Image, Financial Information (e.g. bank account details), National insurance number

Information relating to: Health, Race, Ethnic Origin, Criminal Records

- Tenant household/Family member & Visitor

Name, Address, CCTV Image, Date of birth

Information relating to: Health, Race, Ethnic Origin, Criminal Records

- Purchaser

Name, Address, Email, Telephone number, Financial Information (e.g. bank account details)

Information relating to Race, Ethnic origin

- Care & Support service user

Name, Address, Email, Telephone number

Information relating to: Health, Race, Ethnic Origin, Criminal Records

- Home Improvement Agency Service User

Name, Address, Email, Telephone number, Date of Birth, CCTW Image, Financial Information (e.g. bank account details), National insurance number

Information relating to Ethnic origin

- Individual making enquiries

Name, Address, Email, Telephone number, IP number

3. How do we collect your personal data?

We may collect personal data about you from the following sources:

- via paper forms and contact with our staff;
- Information you provide to us via our website;
- Credit reference agencies;
- Third parties, such as local authorities, our suppliers, support organisations and emergency services.

4. How do we store your personal data and keep it secure?

We use reasonable and up-to-date security methods to:

- Keep your data secure;
- Prevent unauthorised or unlawful access to your personal data;
- Prevent the accidental loss of or damage to your personal data.

All personal data is stored on our secure servers and in secure filing systems.

We have in place policies, procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction including procedures to deal with a security breach.

We will ensure your personal data is only accessible by those who need to see it for their specific role.

We will only transfer your personal data to a third party if that third party agrees to comply with our procedures and policies or if they have put in place equivalent policies and procedures of their own.

5. How and why we will use your personal data?

We will usually only process your personal data where:

- you have given your consent;
- the processing is necessary to comply with our legal obligations;
- the processing is necessary for the performance of a contract, e.g. a tenancy agreement;
- the processing is necessary to protect the vital interests of you or another person;
- the processing is necessary for our legitimate interests or the legitimate interests of third parties;
- the processing is necessary for the exercise or defence of legal claims;
- the processing is necessary for reasons of substantial public interest;
- the processing is necessary for carrying out our obligations/exercising our rights for social protection reasons

The table below provides examples of the various ways in which we may use your personal data and which of the legal reasons we rely on when processing your personal data.

Data Subject	Purpose of processing	Legal reason for processing	Legal Reason for processing special category data
Website visitor / user	To assist or improve the individual's use of the website	Legitimate Interest	N/A
Prospective tenant	To assist with applicants or enquiries for tenancy	Contract legitimate interest	N/A
Tenant	To provide details/offers in respect of tenancies and assess eligibility / affordability	Contract legitimate interest consent	Social protection reasons
Tenant	To conclude a tenancy agreement	Contract legitimate interest	Social protection reasons
Tenant	Photographic the tenant/their families for publicity reasons	Consent	N/A
Tenant	To process rent payments and tenancy costs/expenses	Contract	N/A
Tenant	To enforce and/or perform terms and conditions within tenancy agreements, e.g repairs; rent arrears claims; damage to property; anti social behaviour and termination of tenancies	Contract legal obligation	Exercise of defence of legal claims
Tenant	To provide benefits and money advice to tenants	Legitimate interests	Social protection reasons
Tenant	Sharing data with third party agencies, such as government bodies e.g. (department for work and pensions); local authorities; emergency services; care and support providers and health professionals	Contract legitimate interest	N/A
Tenant, Tenant household	Sharing data with third party suppliers, such as utility and energy providers, to manage tenant accounts.	Contract legitimate interest	N/A

Tenant	Inviting tenants to housing events/surveys	Legitimate interests	N/A
Tenant	Profiling for the purposes of managing tenancy agreements	Legitimate interests	Social protection reasons
Tenant household / Family member or visitor	To enforce and / or perform terms and conditions within tenancy agreements, e.g. damage to property; repairs; anti social behaviour; succession and termination of tenancies	Contract legitimate interest, legal obligation	Social protection reasons, establishment or exercise of legal claims
Tenant / Tenant household / Family member or visitor	To conduct tenancy audits	Legitimate interests	N/A
Tenant / Tenant household / Family member or visitor	CCTV Image	Legitimate interests	Social protection reasons, establishment or exercise of legal claims
Individual making enquiries	Adding individuals to 'seeking a property' mailing list	Legitimate interests	N/A
Home improvement agency service user	Providing handy person service and dealing with adaptation requests to individuals in their own homes	Contract legitimate interest	Social protection reasons
Care and support service user	Providing services that provide safe, healthy and independent living to individuals in their own homes	Contract legitimate interest	Social protection reasons
Purchaser	Dealing with request for available properties for sale	Contract legitimate interest	Social protection reasons

Where the legal reason for processing is the performance of a contract with you, if you do not provide relevant personal data we will not be able to fulfil our contractual obligation(s) to you and this may have a detrimental impact on you.

We do not sell or rent personal data which you provide to us.

If you have any questions about the contents of the above table (for example, if you would like to understand what our 'legitimate interests' are for any specific processing activity) please contact our Data Protection Officer.

6. How we keep your personal data accurate?

- We will keep the personal data we store about you accurate and up-to-date.
- We will take every reasonable step to erase or rectify inaccurate data without delay.
Please tell us if your personal details change or if you become aware of any inaccuracies in the personal data we hold about you.
- We will contact you if we become aware of any event which is likely to result in a change to your personal data.

3. How long will we keep your personal data?

We will not keep your personal data for longer than is necessary for the purpose(s) for which we process it.

This means that data will be destroyed or erased from our systems when it is no longer required.

For guidance on how long certain data is likely to be kept before being destroyed, please contact our Data Protection Officer.

7. What rights do you have in respect of your personal data?

You have the right to:

- request access to any personal data we hold about you;
- request for any inaccurate personal data which we hold about you to be rectified;
- request to have your personal data erased;
- request to have the processing of your personal data restricted (for example, if you think the personal data we hold about you is inaccurate you can ask us to stop processing it until we will either correct it or confirm it is accurate);
- request the transfer of your personal data to another data controller;
- object to certain types of processing, including processing based on legitimate interests, automated processing (which includes profiling) and processing for direct-marketing purposes; and
- withdraw consent to the processing of your personal data (where the legal reason for the processing of your personal data was your consent).

If you wish to exercise any of the rights set out above, you must contact our Data Protection Officer.

8. Automated decision making

We do not conduct automated decision making in connection with your personal data.

We do employ some profiling technologies that help to provide us with statistical analyses of our tenants and properties. We use these analyses to assist with the management of our properties and the running of our business. Whilst the analyses derived from the profiling are automatically produced, the results of the profiling are always reviewed by a human and any actions arising from the profiling are always determined by a human.

8. Who will have access to the data we hold?

Our personnel who need to access your personal data will view it in order that we can provide our services to you.

All of our personnel have received data protection training and understand the need to keep your personal data confidential and to use it only for legitimate purposes.

In addition to our own personnel, other personnel from our service providers and group companies may process your personal data on our behalf (for example, third party market research companies; third party suppliers who need to carry out repairs at your property; third party suppliers who provide utilities and energy).

We may disclose your personal information to third parties:

- if we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;
- if Yorkshire Housing or substantially all of its assets are acquired by a third party, in which case personal data held by us will be one of the transferred assets; and
- if we are under a duty to disclose or share your personal data in order to comply with legal obligations or to protect the rights, property or safety of others. This includes: (i) exchanging personal data with other companies and organisations for the purposes of fraud protection and credit risk reduction; and (ii) sharing personal data with the emergency services or healthcare providers, e.g. to assist tenants with welfare needs and to deal with incidents involving anti-social behaviour.
- If your personal data is provided to any third parties you are entitled to request details of the recipients of your personal data or the categories of recipients of your personal data.
We carry out due diligence on our service providers / group companies / other third parties and make sure we have a contract with them which satisfies the requirements of data protection legislation.

Apart from the situations referred to above, we will not disclose your personal data to a third party without your consent unless we are satisfied that they are legally entitled to access your personal data.

9. Transferring your data outside the European Economic Area (EEA)

We will not transfer your personal data outside the EEA unless such transfer is compliant with data protection legislation. This means that we cannot transfer any of your personal data outside the EEA unless:

- the EU Commission has decided that another country or international organisation ensures an adequate level of protection for your personal data;
- the transfer of your personal data is subject to appropriate safeguards, which may include binding corporate rules or standard data protection clauses adopted by the EU Commission; or
- an exception applies (including if you explicitly consent to the proposed transfer).

Following the principles above, we may share your data with the following US companies as they are part of the Privacy Shield which requires them to provide similar protection as GDPR to personal data shared between Europe and the US:

- Facebook – we use Facebook to respond to queries you may raise with us.
- MailChimp – we use MailChimp to send a monthly e-newsletter
- Survey Monkey – we use Survey Monkey to carry out surveys in order to collect opinions and feedback on various topics.

Cookies

Our website uses cookies to distinguish you from other users of our website. These cookies sometimes process personal data. This helps us to provide you with a good experience when you browse our website and also allows us to improve our website.

For detailed information on the cookies we use and the purposes for which we use them, please see our Cookie Policy

Right to make a complaint

If you have any issues with our processing of your personal data and would like to make a complaint, you may contact us via our Data Protection Officer, or the Information Commissioner's Office on 0303 123 1113.

15. Right to complaint

We take any complaints about our collection and use of personal information very seriously. If you think that our collection or use of personal information is unfair, misleading, or inappropriate, or have any other concern about our data processing, please raise this with us

in the first instance.

To make a complaint, please contact us via;

- Email : governance@yorkshirehousing.co.uk.
- By Post: Governance, Yorkshire Housing, The Place, 2 Central Place, Leeds, LS10 1FB
- By Phone: 03453 664 404

Alternatively, you can make a complaint to the Information Commissioner's Office:

- By Post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK95AF
- By Website: Information Commissioner's Office (ICO)
- By Phone: 0303 123 1113 (Local rate) or 01625 545 745 (National rate)

16. Additional information

Your trust is important to us. That is why we are always available to talk with you at any time and answer any questions concerning how your data is processed.

If you have any questions that could not be answered by this privacy policy or if you wish to receive more in-depth information about any topic within it, please contact our DPO and Compliance Team via email on governance@yorkshirehousing.co.uk