

Privacy Statements

Website Privacy

This statement sets out our policy regarding the collection and use of personally identifiable information, such as name, email address, postal address, and other personal details via our website.

As a user of our website, the only information we may collect and hold for you, or someone you are acting for, will be the content of the email you generate should you decide to contact us. If you have been directed to our website from another source, e.g. Abbeyfield.com, please read the Privacy Statement for that source as they may collect and hold additional information.

We may use the information you supply and any subsequent information provided by email, post or verbally to:

- process an enquiry that you have made;
- carry out our obligations arising from any contracts entered into by you, &/or someone you represent, and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other fundraising activities, promotions of our associated companies goods and services;

We will not sell or rent your information to third parties or share it with third parties for marketing purposes.

We are legally required to hold some types of information to fulfil our statutory obligations. Your personal information will only be held on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract held with us. Our retention periods for personal information are reviewed on a regular basis.

Tenants and their Representatives

As a tenant or potential tenant, we will need to hold personal information about you in order to safely provide the levels of support we can offer. We may not be able to admit you as a resident without your consent to do so. The data involved includes identity evidence of your name, date of birth and right to reside in the UK and contact details of address, email and phone numbers. We do not expect to hold any bank account details for you, but our records will show your payments received each month. We also keep more sensitive information in connection with your support needs and tenancy agreement. An early objective will be to complete a "Support, Needs and Risk Assessment," usually during your trial stay at one of our houses, and you will be provided with a copy if you wish. This enables us to assess the support that you require, the acceptability of the risks involved, and whether our staff and volunteers will be able to meet your needs. Other personal information will vary on a case by case basis, for example to help us resolve breaches of tenancy, alleged anti-social behavior or fraud.

Exceptionally we do provide contact data to an external organisation for use in emergency (currently to New Progress Housing Association Ltd who provide Call Centre cover) so that they may contact the resident and /or representative, family or friend as authorised. We also provide regulatory information as required, for example of and for current residents at each house to the TV licencing authority each year to enable collective TV licence renewal. The organisations involved may change from time to time.

We regard all personal data as confidential and take care to use it only for the purpose for which it is held. Most is collected in paper format, but will be converted to computer copies or files. Where paper is retained, it is filed securely and can only be accessed by those with the appropriate codes or keys. Our centrally computerised personal data is currently held on a single laptop and backed up to "cloud storage," again accessible only by those with an appropriate security code. The personal information we collect is only shared with staff and volunteers appropriate to the purpose for which they are employed or serve with us. It may be accessed remotely or sent via email to them, but will not be intentionally transmitted outside the UK or passed to other organisations. In particular we do not use your data for marketing purposes, or sell, rent or pass it on to third parties. We will write to you from time to time with regard to your tenancy and matters related to the house and society.

With the authority of each resident, we may also share personal details with named family, friends or representatives. We will need to collect and hold their relevant details in order to do so. Our staff and volunteers may similarly share concerns or pertinent information with the same named individuals in emergency or where we consider that there has been a significant change in the condition of the resident which has affected their health or welfare. Also in the event of an emergency, we may share medically related information with the emergency services or agencies which become involved.

You have the right to request a copy of the information we hold about you. If you would like a copy of this information, please write to the Data Controller at the address in the heading or email abbeyfield.lsa@btinternet.com. You may ask us to correct or erase any data that you think is inaccurate. We also want to be sure that any personal information we hold on you is accurate and up to date, so please keep us informed of any future changes. Data will only be retained for as long as it is needed in relation to the purpose for which it was collected, and full details are included in our "Data Confidentiality, Privacy, Protection & Retention" Policy, a copy of which is available at the house, or can be provided on request.