

# Privacy Notice



## About us

Together Homes (part of the Together Housing Group) is responsible for collecting, processing, storing and safe keeping of personal information as part of our business activities. We manage information in accordance with relevant data protection laws.

## About this notice

We take your privacy and the security of your information seriously. We understand that when you give us your personal information you want to ensure that it is kept private and secure.

This privacy notice sets out our approach to how we use and protect any of the personal information which you provide us.



## About the information we collect

When you apply to buy a home with us we need to collect and process personal data about you and your household, this includes:-

- Name, address, date of birth and contact details
- Details of personal circumstances, including information about where you live now as well as previous addresses.
- Financial information, including employment and salary details, bank details and mortgage information

We also collect and process data which is more sensitive, such as

- Details of any health issues
- Racial or ethnic origin
- Religious or similar beliefs
- Sexual orientation

Details of any criminal convictions (where this relates to your application for a home)

We may also contact and ask for information about you from other people, such as any previous landlords, estate agents, solicitors and independent financial advisors who may be acting on your behalf.

The online form you complete indicates which information is essential for you to provide and which is optional where you may prefer not to provide this. It is helpful if you can provide us with as much information as possible, however it will not harm your application to purchase a home if you don't provide some information which is marked as optional.

## What we do with your information

We use your information to make decisions about your application, to provide advice to you about your housing options and respond to your enquiries. We may also use your information for administration and research purposes and to ensure that our services are delivered fairly.

We will only use your data for one of the following reasons:-

- In order to for us to assess your application to **enter into a contract** with us i.e. purchasing a home.
- Where it is necessary in order to meet a **legitimate interest** e.g. providing advice to you on alternative housing options.

Where we collect any sensitive data from you, we do this to ensure that we treat you fairly by complying with our responsibilities under equalities legislation and our own policies.

## Making phone calls and sending you e-mails

We use the phone number and e-mail address you provide us with to correspond with you and provide you with news and information about Together Homes. We may also use your e-mail to send you information about other services you can access from Together Homes and Together Housing, but we will only do this where there is a legitimate reason for doing so.

We may use some of the information we hold about you, to tailor the information we send you to make it relevant for you.

## Sharing your personal information

We share your information internally with staff who are involved in processing and assessing your application to buy a home. We may also share your information with other companies in the Together Housing Group.

We will only share your personal information outside of Together Homes and the Together Housing Group where we have a valid legal reason to do so, or where it is in your interests. We may share information with organisations such as estate agents, solicitors, financial advisers where we have a legal obligation to do so or where they are working on your or our behalf. We may also share your information with credit reference agencies for the purpose of assessing your credit score where this is a condition of us entering into a contract with you.

We may also receive information about you from these or similar types of organisation.



## Keeping your information secure

We store the information you provide us electronically on secure servers.

We implement security policies, processes and technical security solutions to protect the information you provide from:-

- Unauthorised access
- Improper use or disclosure
- Unauthorised modification
- Unlawful destruction or accidental loss

When you contact us, we may ask you to provide some information so that we can confirm your identity. If other people (e.g. solicitors, independent financial advisers etc) act on your behalf we will take steps to ensure that you have agreed for them to do so. We do this to protect your information and ensure that other people cannot find out things about you that they are not entitled to know.

We will ensure that our staff and other third parties, who may have access to your information or who process it on our behalf, are appropriately trained and can apply effective safeguards in keeping your information secure.

## How long do we keep your information for

We only keep hold of your information for as long as it is necessary to process your application for a home with us. This includes where we may hold your details on a waiting list for available properties in the future.

We operate information retention policies and have measures in place to securely destroy or delete any information which is no longer needed. If you are unsuccessful with your application to buy a home or you decide to cancel or withdraw your application we will delete the information we hold on you automatically within 6 months or sooner if you ask us to do this.

## Contacting us about your personal information

We will be as open as possible with you about the personal information we hold about you, and if something is wrong we will work with you to put it right.

## Telling us about changes to your personal information

You have the right to have inaccurate/outdated information amended or deleted. You may also object to us using data that you believe is inaccurate. If any of your circumstances change please contact our sales team on **0845 077 0027** or e-mail us at:



[hello@mytogetherhome.co.uk](mailto:hello@mytogetherhome.co.uk)

## Finding out about the personal information we hold about you

You can ask us whether we are keeping personal information about you by e-mailing us at:



[dataprotection@togetherhousing.co.uk](mailto:dataprotection@togetherhousing.co.uk)

The General Data Protection Regulation 2018 gives you a number of rights in relation to your personal information.

You can find out more about your rights, and get further guidance, on the Information Commissioners Office website [www.ico.org.uk](http://www.ico.org.uk)



## Requesting a copy of your personal information

As part of our service to you, we are happy to provide you with copies of specific documents (eg copy of your application, supporting letters) upon request on an informal basis. If you want to make a larger or more comprehensive request, you can do this formally by making a 'subject access request'.

If you make a subject access request we will provide you with a readable copy of the personal information we hold about you within a month of receiving your request.

To make a subject access request you must:

- Make your request in writing
- Provide proof of your identity (2 different forms of ID are required)

You can send your request to:



dataprotection  
@togetherhousing.co.uk

Or by writing to:-

Data Protection Team  
Together Housing Group  
Bull Green House, Bull Green, Halifax  
HX1 2EB

## Contacting us

If you are applying for a home with us, our sales team will be able to help you with most queries and requests you may have. If you want to contact us specifically about the privacy of your personal information, please contact:

Data Protection Team  
Together Housing Group  
Bull Green House  
Bull Green  
Halifax  
HX1 2EB

## Questions and complaints

Please tell us if you have a concern about the personal information we hold about you, or how we use it. We'll do our best to help.

If, after contacting us, you are still not satisfied you can complain to the Information Commissioner [www.ico.org.uk](http://www.ico.org.uk).

You can also apply to the Court for compensation for distress and/or damages due to non-compliance with the General Data Protection Regulation.

## Keeping this notice updated

We keep our privacy notices under regular review. This privacy notice was last updated on 1st May 2018.

