

General Privacy Notice

Community Gateway Association Group needs to collect and process personal data to deliver services such as:

- Tenancy management & property maintenance services;
- Providing, managing and developing housing;
- Delivering independent living services;
- Providing other services including: gardening and landscaping services, provision of allotments; telecare monitoring and response services; services to prevent and reduce homelessness;
- Providing construction based education and vocational training;
- Helping to support individuals to prosper and contribute to their community.

At Community Gateway Association (CGA) we take your privacy seriously. This privacy notice lets you know what happens to any personal data that you give to us, or that we may collect from or about you.

CGA is responsible for the collecting, processing, storing and safekeeping of your personal data as part of our business activities. We manage your information in accordance with relevant data protection laws.

By reading this notice you will understand what to expect when the CGA Group processes your personal information and your rights in relation to your data. It applies to information about housing applicants, tenants, residents and other service users.

This Privacy Notice provides up to date information about how we use your personal identifiable information and now updates any previous agreements/information we have published/supplied/issued about using your personal identifiable information (this includes any statements in tenancy or leasehold agreements regarding data protection). If we make any significant changes affecting how we use your personal

identifiable information, we will make changes to this Privacy Notice, and we will inform you of these changes.

This privacy notice is effective from the 23rd April 2024.

Community Gateway Association

CGA is a non-profit making Community Benefit Society and a register provider of social housing. Our head office is Harbour House, Portway, Preston, PR2 2DW. We are a data controller of your personal data. This privacy notice relates to the CGA Group of Companies.

Where we refer to 'we' or 'us' in this Privacy Notice, we are referring to the Community Gateway Association Group of companies.

CGA and each of its subsidiaries are 'data controllers' of your personal identifiable information. A data controller is responsible for determining the means of collection and the use of this information.

CGA and its subsidiaries are registered with the Information Commissioner's Office (ICO) as follows:

	ICO Number
Community Gateway Association	Z9495636
CGA Homes Limited	ZA688633
Patterdale Developments Limited	ZA539861
Preston Vocational Centre	Z3148751

The information below provides you with details on what information we collect, why we collect it, who we share it with, and how we safeguard it.

1. What kinds of personal information do we process about you?

We use a variety of personal identifiable information depending on the services we deliver to you:

- your name, date of birth, gender;
- contact details – including address, email address, telephone numbers and IP (internet protocol) address;
- nationality;
- Identity – information to allow us to check your identity
- Financial Information - including details of your bank account, income details, benefits entitlements and council tax;
- national insurance number;
- information about your immigration status - for the government's Right to Rent legislation;
- information about your employment status;
- information about your family, lifestyle and social circumstances;
- details about your behaviour;
- Details of any support needs you may have;
- photographs;
- CCTV footage;
- Audio recordings – for quality and complaints monitoring purposes;
- Information regarding power of attorney or authority for someone to act on your behalf.

We may collect a reduced set of information for other occupants of your property unless they also have an existing relationship with us (e.g. obtain services from us directly).

We also collect details of your representatives and or next of kin. (You should always seek their consent before providing us with this information.)

- Name
- Emergency Contact details – address, phone numbers, e-mail address
- Relationship to those receiving or applying directly for our services

Supplying your personally identifiable information may be essential to enter into a contract/agreement with you or to meet some of our legal or regulatory duties.

Examples of these are:

- Tenancy or leaseholder agreements;
- Support services;
- Processing housing or council tax benefit;
- Equality monitoring and regulatory reports.

If you choose not to supply the personal information required, then we may not be able to provide some of our housing or support services.

Special Category Information

Special category data is personal data which the data protection legislation says is more sensitive, and so needs additional protection. This is information about your health status, racial or ethnic origin, political views, religious or similar beliefs, sex life or sexual orientation, genetic or biometric identifiers, trade union membership or criminal convictions or allegations.

We currently use the following types of special category data:

- Health - information about health and medical conditions to support our housing functions and vulnerable customers;
- Race – optional, and solely to support our equality monitoring purposes;
- Ethnic origin – optional, and solely to support our equality monitoring purposes;
- Religion – optional, and solely to support our equality monitoring purposes;
- Sexual life or sexual orientation – optional, and solely to support our equality monitoring purposes;

- Convictions – to prevent and detect crime, fraud, anti-money laundering and to aid in the prosecution and rehabilitation of offenders, and for your safety, and the safety of residents and staff.

2. How do we gather your personally identifiable information?

Most of the time the personal information we hold about you is information you have given to us, or it has been gathered by us when we provide products and services to you.

Examples of the ways we gather your personal identifiable information are set out below:

- directly from you, in person, by email, telephone, text message, letter or form (hard copy or online). For example an application, transfer or mutual exchange form or as part of a right to buy or right to acquire application;
- by analysing how you use our housing, support, products and services, or those of other members of our Group for example: from the transactions and operation of your accounts and on-line services;
- from other organisations such as former housing and support providers, health and social care agencies, law enforcement agencies, debt collectors, energy or utility companies, benefit agencies and/or fraud prevention agencies;
- from other people who know you, including joint account holders, a local elected member who is representing you (Councillor or MP) and people who are linked to you (for example a relative, person nominated to act on your behalf, or your legal representative) or live in the same community as you with regard to reports of crime or anti-social behaviour;
- from monitoring or recording calls as part of quality and complaints monitoring. We record these calls for training and to ensure the safety of our staff. We will not record full payment card details as part of our accounts and payments operations;

- from our CCTV systems for the prevention and detection of crime or to detect damage/vandalism to our property and to ensure the safety and security of our staff and individuals obtaining services from us;
- from audio recordings from lone working devices where a member of staff feels they may be at risk of harm, or abuse.

We store your data in a range of places including paper based records and our IT systems.

3. What do we use your personal data for?

We use personal data, including any of the personal data listed in section 1 above, for the following purposes:

To assess service eligibility and complete tenancy sign-ups

To complete our assessments (e.g. affordability) and subsequently if we sign-you-up to our services we will collect detailed personal information about you and other household members, including age, gender, date of birth, ethnicity, income, National Insurance number, income and benefits details, employment status, gender identity, relationship status, any disabilities, any communication and accessibility requirements, religion, sexuality, nationality, caring responsibilities, access to financial services such as banks and credit unions, bank details, benefits, council tax, medical information, details of any unspent criminal convictions.

We have a legal duty to confirm a person(s) eligibility for housing and their right to reside in the country. We will need to obtain details of your citizenship, previous countries you have lived in, and a copy of identification documents (such as your passport or driving license).

To help support our customers who have a vulnerability and/or receive a support service from us we might also need health and social care information (such as physical, social or mental health information or medication).

Some of the information requested will form the basis of our contract with you. Without this information, we will be unable to accept an application for services.

Information relating to other occupants is collected as it is in our legitimate interests to know who will be living in our properties, to ensure that accommodation offered is adequate for current and the short/medium term needs of your family, to check that household members' needs are being met and to seek to ensure that the surrounding community will have quiet enjoyment of their homes.

To manage and administer our tenancies, leasehold agreements or support services

We may use personally identifiable information to meet the conditions set out in the contract/agreement with you or to meet our legal or regulatory obligations, as follows:

Up to date contact details (telephone number and email address) so we can reach you when we need to discuss your services, e.g. payments, essential servicing, access for repairs, maintenance and improvements, to resolve or investigate complaints or housing management issues such as anti-social behaviour and to enforce the terms of your tenancy/lease.

We may ask you for supporting information about any change in circumstances or to make changes to your tenancy. For example, if you have a medical need that means your housing requirements need to be re-assessed or if you want to change your name on our records.

We will hold records of our contact with you, your contact with us, and any contact from third parties representing you or about you. This may include call recordings.

We will keep financial records about the money you have paid us, any amounts outstanding and our actions to recover that money. Depending on how you pay; we

may hold your bank account details, or share/receive information from payment bureaux such as AllPay. Where you are in receipt of certain benefits we will receive information from and share information with relevant agencies.

We may also use your contact information to communicate with you about products or services which may help you sustain your tenancy, and news stories relating to CGA.

Without this information, we may be unable to adequately provide your services.

To fulfil our health & safety and crime prevention obligations and to support our vulnerable people

We process your personally identifiable and special category information for this purpose to meet our legal and regulatory obligations for health and safety and crime prevention.

We may hold information about vulnerabilities or your behaviour if we need to ensure services are tailored to meet your needs, or to look after our staff or anyone else working on our behalf.

Indicators may be placed on your record and shared with contractors and subcontractors to ensure health and safety measures are in place. For example, a marker may be applied when a tenant has a mobility restriction, to ensure that sufficient time is given for the tenant to answer the door.

We may process your personal information for the purpose of handling accident and insurance claims, handling legal proceedings arising from claims and handling reports to government bodies and regulators.

We may capture your image on our CCTV systems if you visit one of our offices or via body worn video cameras carried by our employees.

To report or share information with agencies where it is believed you or other persons' vital interests are at risk

We use your personally identifiable and special category information for this purpose when it is necessary to protect the vital interests of you or others and to meet our legal and regulatory obligations.

We do this where you or another person is at risk of physical, mental, sexual, harm or damage.

Where you or another person needs to be protected as a vulnerable person from significant harm or serious exploitation

When you engage with our teams to obtain extra support, guidance, or advice

We use your personally identifiable information for this purpose because it is our legitimate interest to ensure our tenancies are sustainable, and it is necessary to fulfil the contractual relationship formed with you when you engage with us.

Where information relates to other household members, it is in our legitimate interests to ensure that we are providing the correct advice based on your exact circumstances.

By choosing not to provide information it may not be possible to provide the correct advice and for you to fully benefit from our services.

We may hold information about your education, job history and skills and experience in relation to employability and skills initiatives which you have decided to apply for. Or, if we support you to improve your financial circumstances, we may hold detailed information about your household income and expenditure.

To monitor our performance

It is in our legitimate interests to use your personally identifiable information for this purpose to understand how we are performing so we can meet our goals and objectives.

We may use your contact details and demographic information to carry out market research and customer satisfaction surveys to help us to monitor our performance, measure customer satisfaction and to improve services to our customers. We may also share your contact details and demographic information with research providers to carry out market research and gather your feedback and information on our behalf.

We undertake call recordings for training and quality monitoring purposes.

To perform statistical analysis to manage and reduce complaints, or to help us target our resources and prioritise services.

There may also be a legal obligation for us to process the information or to demonstrate to regulatory bodies that we are fulfilling our obligations.

Keeping in touch with you, understanding your needs, and inviting you to events

To fulfil our contractual obligations, we will process your personal information to communicate with you for operational purposes using the most appropriate contact details you have given us e.g. by post, email, text message, or social media.

CGA is committed to community empowerment and tenant involvement as we believe this strengthens local communities and helps us improve the services we provide to you. If you have chosen to become a member of CGA or be part of our tenant involvement structures, we will use your personal identifiable information for

membership/tenant involvement related matters including the administration required for CGA's Annual General Meeting.

We might use your story, photo or video to share positive stories and raise awareness about what it is like to live in our homes. Communities and use our housing and related services.

It is in our legitimate interests to communicate with you about products and services which relate to services you already receive from us, and to keep you up to date with news and events which meet our objectives around social inclusion and helping to build communities.

Where you have given us consent to receive marketing, you can withdraw consent and update your marketing preferences by contacting us by phone: 0800 953 0213

Meeting the requirements of our regulators and to ensure good governance

We may use your personal identifiable information to meet the legal or regulatory obligations set out for us by our regulators.

We may also use your personal identifiable information for the management and auditing of our business including accounting or to administer our good governance requirements, such as internal reporting and compliance obligations.

4. What are the legal grounds for CGA to process personal data?

We only use your personal identifiable information where that is permitted by the laws that protect your privacy rights. This will be where:

- we need to use the information to comply with our legal obligations;
- we need to use the information to perform a contract with you; and/or

- it is fair to use the personal identifiable information either in our legitimate interests or someone else's interests, where there is no disadvantage to you – this can include where it is in our interests to contact you about products or services, market to you, or collaborate with others to improve our services;
- where we need to seek your consent (if consent is needed). Where we have your consent, you have the right to withdraw it at any time by contacting CGA's Deputy Data Protection Officer, see contact details at Section 11 below.

We will only use special category data where:

- we have a legal obligation to do so (for example to protect vulnerable people);
- it is necessary for us to do so to protect your vital interests (for example if you have a severe and immediate medical need whilst on our premises);
- it is in the substantial public interest;
- it is necessary for the prevention or detection of crime;
- it is necessary for insurance purposes; or
- you have specifically given us 'affirmative' consent to use the information.

5. When do we share your personal information with other organisations?

Who we share your personal information with depends on the products and services we provide to you and the purposes we use your personal information for. For most products and services, we will share your personal information if it is in our legitimate interests to do so without seeking your consent first. This may be with:

- Our contractors - to facilitate repairs, maintenance or improvement works.
- Other Housing Associations and Choice Based Letting Schemes
- Debt and money management advisors.
- Local authority teams such as social services, environmental health and benefit agencies.

- Utility companies (and their representatives) and Council Tax Departments to ensure billing details are correct.
- Third parties providing services on our behalf. For example, a mailing company distributing our newsletter; a research company carrying out a customer satisfaction survey, a debt collection agency pursuing former tenant arrears, .
- Agencies committed to protecting public funds and/or preventing fraud in line with the National Fraud Initiative.
- Police and other relevant authorities (e.g. Department of Work & Pensions, Probation Service, HM Revenue and Customs) in relation to the prevention and detection of crime, the apprehension of offenders or the collection of tax or duty.
- Other statutory organisations and government bodies. For example: the Regulator of Social Housing to enable the Regulator to fulfil its statutory functions, the Housing Ombudsman in relation to the investigation and resolution of complaints, social services and health authorities as necessary for exercising statutory functions. This includes the sharing of your personal information with the Department of Levelling Up, Housing and Communities (DLUHC) for research and statistical purposes through the CORE (COntinuous REcording) system. Further information on this can be found here: [Social housing lettings - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/topics/social-housing-lettings)

Where the information is of a sensitive nature, for example about your health, we will generally obtain consent from you prior to sharing this information, unless we are required or permitted to share this by law.

We may also share information when required by law for example where ordered by the Court or to protect an individual from immediate harm.

CGA will never sell your personal data to third party organisations.

6. Transfers outside the UK

To ensure the safety and security of information you provide, it will not generally be transferred or processed outside of the UK as data protection laws may not provide the same level of protection as those in the European Economic Area.

There may be occasions where we need to process your information outside of the European Economic Area (EEA), for example where we use a third-party computer system within the USA to distribute marketing emails or complete internet-based surveys. Where we do this, any personally identifiable information will be limited, we will communicate where the information you provide will be stored, and we will take all necessary steps to ensure that your information remains as secure as possible.

7. How does CGA protect personal data?

CGA takes the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties. Restrictions are in place on our systems to ensure access to your personal data is strictly limited. We have a range of internal policies and procedures in place to protect your personal data and to ensure swift and appropriate action is taken in the event of a personal data breach occurring.

Where we engage third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate measures to ensure the security of data.

To help us ensure confidentiality of your personal information we will ask you or anyone contacting on your behalf security questions to confirm your identity. We will not discuss your personal information with anyone other than you, unless you have given us prior written authorisation to do so.

8. How long do we keep your personal data?

The length of time we keep your personal information for depends on the services we deliver to you. We will not retain your personal identifiable information for any longer than is necessary for the purposes for which we need to use it. We have a document retention schedule which sets out how long we will keep different types of information.

9. Your privacy rights

From the 25th May 2018, you have the following eight rights under Data Protection legislation:

- the right **to be informed** about the processing of your personal information (the purpose of this privacy notice is to fulfil this right);
- the right to **request access** to your personal data and obtain information about how we process it;
- the right to rectification allows you to have **personal data corrected if it is inaccurate** and to have **incomplete data completed**;
- the right to **have your personal data erased** in certain circumstances, for example where the data is no longer necessary for the purposes of processing;
- the right **to object** to the processing of your data in certain circumstances, for example where CGA is relying on legitimate interests as the legal ground for processing;
- the right **to restrict processing of your personal data** for a period in certain circumstances, for example if data is inaccurate or there is a dispute about whether or not your interests override CGA's legitimate grounds for processing data;
- The right to **data portability** which enables you to move, copy or transfer your personal information from one IT environment to another in a safe and secure way;

- Rights in relation to **automated decision making** which has a legal effect or would otherwise significantly affect you (However, please see section 10 below).

If you would like to exercise any of the rights referred to above, please contact CGA's Deputy Data Protection Officer in the first instance using the contact details at section 11 below.

10. Automated decision-making

CGA does not make decisions based solely on automated decision-making.

11. Does CGA have a Data Protection Officer?

CGA has a Data Protection Officer and their details are provided below:

Data Protection Officer	Head of Business Assurance Tel: 01772 268017 E-mail: dataprotection@communitygateway.co.uk
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If you believe that CGA has not complied with your data protection rights, you can complain. In the first instance, you should submit your complaint in writing to CGA's Data Protection Officer (contact details above) or you can complain directly to the Information Commissioner's Office.

The Information Commissioner's Office can be contacted using the details below:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745

Please note you are able to make a complaint to the Information Commissioner’s Office without first going through our internal procedures.

12. What should I do if my personal data changes?

If your personal data changes you should inform us so that we can keep update our records.

CGA will regularly seek to review your personal information and make any changes deemed necessary to our procedures for handling personal data as required by law or the Information Commissioner’s Office.

Last updated: 23rd April 2024

Version Control Summary Table		
Updated:	Summary of Changes:	Updated by:
24/09/2019	List of services provided by CGA updated	Data Protection Officer
31/01/2020	Who we share your personal data with	Data Protection Officer
23/04/2024	ICO registration table updated. Minor changes made to sections 3, 5 and 8 to reflect our current practices. Removal of references to a Deputy Data Protection Officer at section 11.	Data Protection Officer