

MB Housing Privacy Policy (GDPR)



Introduction

MB Housing Management Limited (MBH) is registered with the Information Commissioner's Office (ICO) under the General Data Protection Regulation (GDPR) as we collect and process information that may be personal to you.

We will normally process personal data so that we can deliver management services as specified by our clients in line with our service agreement.

Why do we hold the information about you?

We hold information about you so that we can:

- ◇ Provide services in line with the terms of the service agreement.
- ◇ Deliver housing management functions.
- ◇ Confirm your identity to enable us to provide certain services.
- ◇ Contact you by post, telephone, text or email.
- ◇ Understand your needs to tailor our service delivery.
- ◇ Update your customer records.
- ◇ Allow us to undertake statutory functions on behalf of your landlord.
- ◇ Make sure that we meet our statutory obligations including those relating to diversity and equality.

The information that we hold about you will be used for the following reasons on behalf of our clients:

- ◇ Carry out repairs and maintenance to your property.
- ◇ Manage the terms of your tenancy agreement.
- ◇ Contact you about your rent.
- ◇ Speak to you about your housing applications.
- ◇ Provide statistics on tenant / household profiles where required by the Housing Regulator.

What information will you need to give us?

When you contact us, we may ask you:

- ◇ Your name, address and contact number.

- ◇ Your ethnicity, age, sex, date of birth, employment status or whether you have a disability.

We will only use this information to provide you with a service.

Telephone—If you contact us by telephone, we will inform you if we record or monitor the calls you make to us. We may do this to increase your security, for our record keeping of the transaction or for staff training purposes.

Email—If you send us an email, we may keep a record of your email address as well as the email you have sent for our records. For security purposes we would recommend that you keep confidential information that you send to us via email to a minimum.

The legal basis for processing your information:

- ◇ You, your landlord or legal representative has given consent.
- ◇ You, or your landlord has entered into a contract with us.
- ◇ It is required by law.
- ◇ You have made your information publicly available.
- ◇ It is necessary for employment purposes.
- ◇ It is necessary for archiving, researching or statistical purposes.

Where we process your information entirely from your consent, or the consent of your landlord, you have the right to request that your information is withdrawn by writing directly to your landlord or by emailing enquiries@mbhousing.uk however, this may affect service delivery that is provided to you.

Information sharing:

As a managing agent we will at times need to share your information with other third parties to deliver services in line with our service agreement. These providers are obliged to keep your details securely and use them only to deliver a justified need.

We may disclose your information to provide:

- ◇ Repairs and maintenance to your property.
- ◇ The prevention and / or detection of crime or fraud.
- ◇ Benefit support.
- ◇ To comply with a legal obligations.
- ◇ To prevent risk or harm to another person.

How we protect the information that we hold and your rights:

Our aim is to never be intrusive and we will never ask you unnecessary or irrelevant questions. We will do what we can to ensure that the information we hold for you is accurate and never held for longer than is necessary. There may be times when you find that the information that we hold is no

longer accurate and you have the right to have this corrected.

You are legally entitled to request access to information about you that we hold and a copy can be requested. This only applies if the information we hold is being used with your or your landlord's consent and if decisions were made by a computer and not a human being.

We are not required to disclose information where we are required to hold it by law. The information that you provide will be protected by adequate organisational and technical measures to ensure that it is only accessed and seen by those who need to, and not disclosed to others.

Website:

If you are a user with general public access, our website does not store or capture personal information, but, merely logs a number called your IP address which is automatically recognised by the system. The system will record personal information if you:

- ◇ Subscribe to, or apply for services that require personal information.
- ◇ Report a fault and give your contact details for us to respond.
- ◇ Contact us and leave your details for us to respond.

We employ cookie technology to help log visitors to our website.

Cookies

We sometime place small data files on your computer. These are known as cookies and most websites do this. A cookie is a string of information that is sent by a website and stored on your hard drive or temporarily in your computer's memory. The information collected is used for the administration of the server and improve the service provided by the website. Cookies provide an audit trail of your browsing history. You can reject the cookies, but, you may be asked for information again, e.g to participate in a survey. Cookies improve browsing by remembering who you are after you log on to the site.

Complaints:

If you have any questions about how your information is held, or wish to make a complaint about the use of your information you should in the first instance write to your landlords dedicated Data Protection Officer or email us: enquiries@mbhousing.uk

If you are unhappy with the way in which your landlord or MB Housing has responded to your complaint or query, you cant contact:

The Information Commissioner

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Telephone: 0303 123 1113

Website: <https://ico.org.uk>