

Community Investment Privacy Notice



PRIVACY NOTICE

Who is collecting your personal data?

Our Community Investment team deliver events and services directly to you but also facilitate services or events delivered by a third party to you. This can be for our tenants or for people who are not our tenants.

For tenants, Cheltenham Borough Council is the Data Controller and Cheltenham Borough Homes Ltd is the Data Processor of personal information collected.

For non-tenants, Cheltenham Borough Homes is the Data Controller for information provided with regards to Community Investment activities. Cheltenham Borough Homes Ltd is registered with the Information Commissioner's Office (ICO) as a Data Controller. Our address is Oakley Community Resource Centre, 113 Clyde Crescent, Cheltenham, GL52 5QJ.

Why are we collecting your personal data in this instance?

We are collecting information about you in order that we may:

- Contact you about specific, relevant events
- To listen to your feedback to shape and improve our services
- To support you to take advantage of opportunities that may improve your quality of life
- Monitor diversity to ensure equality of opportunity within the communities we support
- Use anonymised data to help raise awareness of the services available and to monitor their delivery
- Enable third parties to deliver safe and effective events

What we are collecting

Your name and contact details, demographic information, information about your physical and mental health and information relating to children in your care.

What is the lawful basis for doing this?

Data Protection Law sets out lawful bases for the processing of this information. In this instance the lawful basis is:

For non-CBH tenants:

- *Consent*: you have given clear consent for us to process your personal data for a specific purpose
- *Public task*: the processing is necessary for us to perform a task in the public interest or for our official functions, and this task or function has a clear basis in law

For CBH:

- *Legitimate interests*: there is a legitimate interest
- *Performance of a contract*: it is necessary for the performance of a contract, for example your tenancy with CBH
- *Public task*: the processing is necessary for us to perform a task in the public interest or for our official functions, and this task or function has a clear basis in law

How we will keep your data secure and how long we will keep it for

Your data will be kept securely, protected by physical and electronic means. Should it be accessed using mobile devices, these are encrypted and are capable of being wiped clean of all data remotely. Servers used for delivering IT systems are within the European Economic Area (EEA). For non-CBH tenants: information collected via consent will be reviewed after three years and if consent is withdrawn, this information will be deleted immediately. If there is no longer a business need before this review period, your information will be disposed of securely.

For CBH tenants: we keep personal data relating to tenancies for the duration of the tenancy and a limited amount of information for up to 6 years after that. We may keep certain data for longer than this, for example should there be any debts owed.

We dispose of any personal data securely.

Who we may share it with

We may share your information with third party organisations in order to deliver community services and events, for example Cheltenham Town Football Club or Adult Education Gloucestershire.

We may also need to share information if required to do so by law, in order to protect you or someone else's life or for the prevention and detection of crime.

Your rights

Data Protection law includes rights for individuals. You can view your rights in CBH's main Privacy Notice located on our website [Main Privacy Notice - CBH | Cheltenham Borough Homes](#)

Contact details and further information

Our address is: CBH, Oakley Community Resource Centre, 113 Clyde Crescent, Cheltenham, GL52 5QJ

A more detailed Privacy Notice covering all the above can be found on our website [Main Privacy Notice - CBH | Cheltenham Borough Homes](#). We welcome any queries you may have regarding this Privacy Notice, or any information we hold about you. Please contact us at the address above or email us at: BusinessSupport@cbh.org

Complaints

If you have a concern about the way in which we are handling your personal data, then please contact us. In the first instance please write to: Cheltenham Borough Homes Ltd, Business Support team, Oakley Community Resource Centre, 113 Clyde Crescent, Cheltenham, GL52 5QJ or email Business_Support@cbh.org

We will take your concern seriously and work with you to try to resolve it.

If you are not satisfied with our response you can raise the matter with the Information Commissioner's Office (ICO) via their website or call their helpline on 0303 123 1113.

Declaration (all parties)

I have read and understood the above information.

☐

Non-CBH tenant consent:

I give my consent to my personal data being collected and used by CBH for the purposes set out in this document.

☐

Signed by:..... Printed name:.....

Dated:.....