



Broadacres Housing Association
Freepost RRBZ-TATA-BYHL
Broadacres House | Mount View | Standard Way
Northallerton | North Yorkshire | DL6 2YD
Tel: 01609 767900

Email: info@broadacres.org.uk | Web: www.broadacres.org.uk

Broadacres Housing Association Limited (“Broadacres”)

Support Services

Privacy Notice

We at Broadacres know that your privacy matters. This note has been produced to explain what personal information the Support Team may collect from you, what personal information about you we may collect from third parties, how and why we use your information, and when we might share it with others. We'll also explain your rights relating to your information, and how we store and transfer it.

More information is available in our on-line privacy policy, which you can find on our website at www.broadacres.org.uk.

Personal information we may collect from you

This may vary depending on your circumstances, but it may include:

- Your name, address and other contact details including telephone number(s) and email address.
- Your date of birth.
- Financial circumstances including any benefits.
- Information about your health and any particular needs you may have.

Personal information we may collect from others

We may obtain some personal information about you from:

- Family members.
- Your GP.
- Statutory agencies
- Other agencies who you receive support from.

How and why we use your information

We use your information in order to provide the designated support to you. More specifically, we may use it to:

- Assist you in managing and maintaining your support and tenancy.
- Safeguarding concerns or health and safety reasons

Only those colleagues who need to use your information will have access to it, and then only what is needed to carry out their work in providing the above service.

When we might share your information with others

If we do need to share your information with others to carry out the services mentioned above, we will ask you for your signed consent to the information to be shared and who we intend to share this with. You can withdraw your consent at any time.

Great people, providing great homes and great customer experiences across our rural communities

Broadacres Housing Association Limited is an exempt charity, Homes and Communities Agency number: **LH4014**, and a registered society under the Co-operative and Community Benefit Societies Act 2014, registered number: **27656R**

Authorised and regulated by the Financial Conduct Authority

Your rights relating to your information

Data protection law gives you rights relating to your personal information. These include:

- The right to see information we hold about you (but there are some exceptions to this right).
- The right to make us correct your personal information if it is not accurate.
- The right in certain circumstances to “be forgotten”, that is, for us to delete information we hold about you.
- The right to withdraw consent to some use of your personal information.

How we store and transfer your information

- We store your information on our servers which are within the European Economic Area (EEA).
- We hold this information securely, with robust technical measures such as passwords and encryption.
- Although everything we do is in the UK, we may need to transfer information outside the EEA where our contractors or suppliers operate or hold information outside the EEA. Before we do this, we will ensure there is adequate protection to keep your information secure.

We will keep your information only for as long as it is needed to meet the purpose for which it was collected, unless we are required to keep it under other law. When it is time to delete or destroy your information, we will do so securely.

Contact us

If you have any questions, would like to exercise any of your rights or make a complaint, please contact us by:

Post: The Data Protection Manager, Broadacres Housing Association, Broadacres House, Mount View, Standard Way, Northallerton, North Yorkshire, DL6 2YD;

Email: dataprotection@broadacres.org.uk; or

Phone: 01609 767900.

Further information

If you would like more information, please see our full privacy policy on our website at www.broadacres.org.uk.

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