



Privacy Statement

VIVID and its subsidiaries are committed to protecting your rights and freedoms by safely and securely processing your data in accordance with data protection legislation.

We process, collect and use personal data about our customers, employees, suppliers and other stakeholders for a variety of business reasons which includes:

- Process customer information so that we can let our properties, manage customer tenancies, calculate and collect rent, associated rent charges and income, provide tenancy support and manage customer queries.
- Market & sell newbuild and resale properties, assess eligibility & affordability to ensure we allocate properties in line with our regulator guidance and our policy. Ensure that those exercising their Right to Buy & Right to Acquire is in accordance with government scheme rules. Assist existing owners to re-mortgage, buy more shares, extend leases, redeem loans or sell their property.
- Identify who our customers are and understand their needs, to enable us to review complaints in line with our policies, to collect customer feedback and carry out research to improve our services.
- Respond to and priorities repairs, carry out refurbishments and ensure our customers are safe in their homes.
- Process information to enable us to identify and manage risks, carry out audits, respond to your queries, ensure your data protection right are maintained, manage insurance related matters and meet our regulators obligations.
- Carry out workplace inspections. Complete accident, incident or near miss reporting and investigation including onward reporting to the Health and Safety Executive and insurance company where applicable to meet our statutory compliance.
- Recruit and process employee information to comply with contractual and legal obligations.
- Make business improvements, promote activities and keep people informed, maintain security and comply with contractual and legal obligations.

- Make access arrangements to properties to carry out surveys, tests and works necessary for compliance as well as repairs and planned maintenance works.
- Identify those who require support and understand a person's support needs.
- Fulfil IT based requests and resolve IT related issues and problems and maintain a secure IT structure.
- Ensure that our builder and our employer's agent address defect so that repairs can be carried out in accordance with our contractual obligations

This privacy statement is underpinned by specific and targeted privacy notices which set out how we process your information.

When we obtained information from you we will ensure, through our privacy notice(s) that the following is clear:

- Identification and contact information of the data controller and the Data Protection Officer
- The purpose of processing the data and the lawful basis for doing so
- The legitimate interests of the controller or third party, if applicable
- Your right to withdraw consent at any time, if applicable
- How we categorise the personal data we hold on you when we have not obtained the information directly from you
- Detailed information of any transfers to third countries and safeguards in place
- How long we hold your information for
- Your right to lodge a complaint with the supervisory authority, and internal complaint procedures
- The source of the personal data, and whether it came from publicly available sources (only for data not obtained directly from you)
- Any existence of automated decision making, including profiling and information about how those decisions are made, their significances and impact on you, (if applicable)
- Whether the provision of personal data is part of a statutory or contractual requirement or obligation and possible consequences for any failure to provide the data (only for data obtained directly from you)

You have rights under data protection legislation and these will be further detailed in the provided privacy notice(s). It is important that you understand that you have the right to apply to:

- Access your personal information, also referred to as a subject access request. This allows you to be aware of and verify the conditions for processing your information.
- Have the right to have personal information rectified if it is inaccurate or incomplete.
- Have the right to erasure, also known as the right to be forgotten. You may apply this right by requesting the deletion or removal of personal data where there is no compelling reason for its continued processing.
- Restrict processing
- Data portability

- Have automated decision making (include profiling) explained to you

Note: These are not absolute rights and requests will be reviewed by the Data Protection Officer to determine the most suitable course of action.

- Withdraw consent where consent is given.

Note: The above are not all absolute rights and any requests will be reviewed by the Data Protection Officer to determine the most suitable course of action.

If you feel that we have not met your Data Protection rights, you should contact our Data Protection Officer at: VIVID Housing, Data Protection Officer, Peninsular House, Wharf Road, Portsmouth, PO2 8HB.

Telephone: 0800 328 6461

Email: governance@vividhomes.co.uk

Or you may contact the Information Commissioners Officer (ICO) who are the UK relevant Statutory Authority at: Information Commissioner's Office, Wycliffe House Water Lane, Wilmslow, Cheshire SK9 5AF

Telephone 0303 123 1113 (local rate) or 01625 545 745 (national rate number).

website: www.ico.org.uk/global/contact-us/

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