



Protecting your privacy

We're committed to protecting your privacy by storing your data securely and handling it appropriately.

This notice is designed to tell you what data we collect, why we collect it, what we use it for and if we share it with anyone else.

Controlling your personal information:

- You can ask to see the personal information we hold about you. You can view and approve the way that we process your information. And you can limit the way that we use your data
- You can have personal information corrected if it is not accurate or complete
- You can ask us to delete or remove personal data where there's no reason for us to keep using it
- You can change your mind and withdraw consent for us to use your data, and you can ask us to send you your personal data should you want to reuse it for anything else
- You also have rights in relation to automated decision-making (including profiling). This is when decisions are made automatically without any human involvement. You can ask someone to review the decision or to know how it's been made.

We'll support these rights unless there's a good reason for us to keep hold of your data and continue to use it. This could be for legal reasons, such as using it as evidence in a court case.

We never share, sell, distribute or lease your personal information to others unless we have your permission to do so or we're required by law.

How to contact us about your data:

If you wish to express any of the above rights, please tell us and we'll respond as soon as we can. You can contact our Information Governance Officer Lauren Cannon by emailing lauren.cannon@vividhomes.co.uk or by calling 023 9283 6951.

You also have the right to contact the Information Commissioner at <https://ico.org.uk> or call 0303 123 1113 for more information about your rights and how to make a formal complaint.

Applying to rent or buy a property from us:

When you apply to rent a home or garage from us, we'll ask for:

- your full name and proof of identity
- your date of birth
- your email address and phone number
- your national insurance number
- your address
- your salary and employment details
- outgoing money details e.g. bills
- details of previous debts and loans
- the name of anyone authorised to act on your behalf
- names and dates of birth for others within your home
- your bank details
- information about your previous tenancies; such as anti-social behaviour issues and rent arrears
- any language needs e.g. if English isn't your first language
- tax and benefit details
- any disability needs
- information on your savings.

We collect and process this information so that we can:

- assess your eligibility to rent or buy a home or garage from us and decide whether to offer you a tenancy
- contact you to arrange viewings
- contact you to discuss the details you've provided
- communicate with you in an appropriate way and deliver you the best service
- set up your account for all future communications and collect payments for rent and service charges
- contact you about your application, during the sales process and once you become a leaseholder
- assess your eligibility and affordability for a mortgage and your credit worthiness. This is to make sure we allocate properties in line with our regulator's guidance and our policy
- confirm your identity, residence details and source of deposit so our solicitors can complete the legal paperwork and requirements to buy a property
- understand the progress and timeframes for the sale of any property you already own
- record sale details with the government Help to Buy Agency and CORE (COntinuous REcording of Social Housing lettings and sales) for government research purposes
- adapt our services to meet your needs.

Sometimes we'll need to share your data. Here's who we'll share it with and why:

- credit check agencies; to judge your eligibility to rent a home or garage from us
- references from previous landlords to make sure you're suitable to rent a home from us
- we may share your details with the police if we think a crime is taking place
- third party estate agencies; to market and sell our properties. These agencies will not share your data with other companies and will only use your information to help you buy a home from us
- our panel mortgage advisors and your mortgage advisor/provider; to understand your eligibility and affordability to get a mortgage under our regulator guidance
- local authorities; we may need confirmation on who we can give a property to if there's a planning condition that must be met e.g. local people take priority
- our solicitors; to draft and complete details for all legal documents and processes in relation to your purchase. They will also use the details you provide to contact your solicitor to start the sale conveyancing process
- your solicitor for updates and to assist with your sale
- mortgage advisor/lender; for updates and to help your mortgage going forward
- surveyors asked by your mortgage lender to value the property you're buying
- Help to Buy Agent; we'll record details about you and your purchase on your Help to Buy application
- CORE (COntinuous REcording of Social Housing lettings and sales); we'll record details about you and your purchase within the CORE system. You'll receive more information in CORE's privacy notice.

Living in a VIVID Home:

When you're our customer, we collect the following data:

- your email addresses and phone numbers
- the names and dates of birth of any other people living in your home
- payments made by you and details of any arrears
- any contact or correspondence that you've had with us
- any health issues and disabilities
- we may take photographs or film events that we host, we'll only take photographs and film you with your permission.

We collect and process this information, so we can:

- make sure that the details we have for you are accurate
- understand any vulnerabilities and needs you have, so we can adapt our services where needed
- provide you with any advice and support you may need with claiming benefits, budgeting, improving your skills and being able to live independently in your home
- provide repairs and maintenance services in line with our health and safety responsibilities as your landlord

- collect photos, videos, news stories and case studies which allow us to promote our work; we do this with your consent
- ask you for feedback and carry out surveys to improve our services
- protect our staff and contractors by placing a “flag” over your tenancy if you have been the subject of a complaint or we consider you to be a risk to staff – we’ll let you know about this.

Sometimes we’ll need to share your data. Here’s who we’ll share it with and why:

- external agencies who look after utilities in your home on our behalf
- the relevant local authorities to support their services to you
- we share contact details with external companies who carry out surveys for us, we do this in the interest of our customers
- contractors who carry out repairs and services on our behalf
- tenancy support services
- CORE; COntinous REcording of Social Housing lettings and sales.

For equal opportunities monitoring, and only with your explicit consent, we may also collect information about the following:

- Racial or ethnic origin
- Sex
- Political opinions
- Religious or philosophical beliefs
- Trade union membership
- Genetic data
- Biometric data
- Data concerning health
- Sexual orientation.

CCTV

Some of our locations and offices have CCTV and you may be recorded when you visit them. We use CCTV to provide security and protect our staff and visitors.

CCTV is only viewed by staff when necessary, the footage is stored for a specific period, after which it is recorded over. We may share CCTV with the police to prevent and detect a crime. We may also share CCTV for evidence in an insurance claim or court case.

Call recordings

Phone calls made to and from staff are recorded, these recordings are kept for 3 months. We use call recordings for internal training, to investigate complaints and we may also use them as evidence in a court case.

Website cookies

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