PRIVACY NOTICE (EXTERNAL STAKEHOLDER MANAGEMENT)

Here at Citizen Housing Group Ltd (Citizen), we take your privacy seriously. Below, we detail what information we collect, why we collect it, who we share it with and how we safeguard it. We will use your personal information to manage your relationship with us; however, we will share it with appropriate third parties where there is a legal justification. The Purposes for which we collect your personal data include the following:

* Pursuit of our legitimate interests to understand the perceptions and views of our external stakeholders – e.g. current activities of Citizen, new publications or sending details of our events;
* Requesting participation for the provision of feedback; and
* Marketing, research, monitoring and survey.

We obtain your personal identifiable information in order to conduct our normal business operations as a Registered Social Housing Provider.

We wish to provide you with updates about events, services and other information that we believe may be helpful to you in relation to the services that we provide. We may communicate such information to you by post, telephone or email (unless you have registered with the appropriate Preference Service or have indicated to us that you do not require certain forms of communication). In the event that we perform monitoring, research and survey services we may use an external service company to contact you on our behalf. In such circumstances we ensure that legal obligations of confidentiality and information security are placed upon our service providers. If at any time you wish that your information is not used for direct marketing please contact Customer Service Centre 0300 790 6555.

Citizen Housing Group Ltd will never sell your information to third parties. For the purpose of this privacy notice we are the “controller” of your personal identifiable information as we determine the purposes and content of this information and the methods of processing. As a Registered Social Housing Provider, we are regulated by the Regulator of Social Housing (RSH).

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| **What** information we collect, **why** we collect it, the **legal basis** for doing so, and how **long** for: |
| **What** | **Why** | **Basis** | **Retention** |
| Contact information* Name
* Job role and company
* IP (Internet Protocol) address
* Telephone numbers
* Email address
 | Your personal contacts detail are essential for us to contact you, and for you to exercise personal choice in how you wish to be contacted.  | F | For the duration of the relationship |
| * Call Line Identification
 | Your number is displayed on our telephones unless suppressed by yourself on your device. We hold a log of the phone number, date, time, duration of call and recording of conversation. | F | 3 months from the date on telephone call |
| * Interactions
 | Notes of meetings, records of attendance at events (including dietary and accessibility requirements) and email exchanges | F | Life of relationship |
| * Marketing, survey, monitoring and research
 | Activities associated with improving service delivery and the customer experience | F | Life of relationship |
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| **Types** of Legal Basis |
| **A** – Consent | **B** – Contract | **C** – Legal obligation | **D** – Vital interests | **E** – Public task | **F** – Legitimate interest |

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| Who do we **share** your data **with**? |
| Your data, such as your name, address, job role and organisation, telephone numbers and email address will be shared with specialist marketing organisations on a confidential basis solely for the purpose of gaining market intelligence on the perception of the activities and standing of Citizen Housing Group Ltd. Such organisations include but are not limited to Creative Bridge Ltd. For further information please see attached a full list <https://www.citizenhousing.org.uk/privacy>  |

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| How we **keep** your data **safe**? |
| The organisation takes the security of your data seriously. The organisation has internal policies and controls in place to safeguard that your data is not lost, accidently destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties. Citizen will use secure email controls to ensure the safety of your personal data. Where the organisation engages contracted third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data. |

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| How we **obtain** your data |
| We obtain your personal identifiable information through the provision, by you, of your personal contact details and by various means, this can be face to face, by email, by telephone, or correspondence.  |

Where we share information with contracted third parties, we do so safely and via secure networks. This may be encrypted emails, or via secure portals into

our network.

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| Your **rights** |
| Under the General Data Protection Regulations (GDPR), you have the right to be informed about how we use any data you provide: what data we collect, why, who has access to it, how long it's kept, and the legal basis we have for doing so. In certain circumstances we may need to request your consent to collect and use your data, but in those cases, you have the right to object and withdraw that consent just as easily as it is given. Should you not wish to provide your consent, any services directly related to this data cannot be provided, and you may select to UNSUBSCRIBE from our emails.You have the right to have your personal data removed where there is no legal basis for us to hold it, as well as the right to request your data is transferred to a third-party (data portability). Any automated decision making, based on your data, can be challenged and a human decision made. Additionally, you have a right of access and can request a copy of any personal data provided, and subsequently the right of rectification of any incorrect data identified. Visit the data protection page on our website to see more information about your rights. To exercise any of the above rights please contact Citizens Data Protection Officer (Mr Shane Murphy) on the address below. Overall responsibility for management of your data resides with Citizens senior information risk owner (Mr Ian Tinsley) at Citizen Housing Group Ltd, 4040, Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YN or dataprotection@citizenhousing.org.uk  |

Complaints can be lodged with the supervising authority at The Information Commissioner's Office: [https://ico.org.uk/concerns or 0303 123 1113](https://ico.org.uk/concerns%20or%200303%20123%201113).