**Citizens Together Panel Privacy Notice**

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 are outlined in the paragraph below.

The information you provide (personal contact details including name, address, email address, and phone numbers) to join the Citizens Together Panel will be used to invite you to customer engagement activities including but not limited to marketing calls, texts, emails, traditional mail, surveys, webinars and focus groups.

The objective of our processing is to promote the aims and ideals of Citizen by providing opportunities for customers to engage in service improvement. The information will be held and processed in accordance with the UK General Data Protection Regulation (GDPR) and Privacy Electronic Communications Regulations 2003 (PECR).

Under GDPR, the lawful basis that we rely upon for processing is in respect of our legitimate interests.

*We also receive personal information indirectly or directly, from our housing management system to target and tailor our engagement activities to the needs of our customers. The source of such information is mainly from you as detailed in our Housing customer’s privacy notice for the discharge of obligations in respect of a tenancy contract.*

We will not identify you individually in any report without your prior consent nor share your information with any other third party except for our preferred contracted survey partner Typeform who are legally obliged to process your personal data in a secure and confidential manner.

Under UK GDPR and PECR you are entitled to withdraw your consent for processing at any time. You can do this by contacting: 0300 790 6555 or engagement@citizenhousing.org.uk

Alternatively use any of the other contact methods described at:

<https://www.citizenhousing.org.uk/contact-us/>