

Privacy Notice - Nominated Representatives



This privacy notice sets out why we collect personal information from you, how we use it and who we may share it with. It also explains your individual rights under the current data protection legislation.

If we ask you to provide information which can identify you, then we will only use it in accordance with this privacy notice.

We may change this notice by updating it on our website. You should check the notice from time to time to ensure that you are happy with any changes.

Any queries regarding this notice and our privacy practices can be sent to the company Data Protection Officer by email using enquiries@residehousing.com or by writing to the Head of Governance and Executive Support, who is also the Data Protection Officer at –

Reside Housing Association,
Mason House,
18 Lower Teddington Road,
Hampton Wick,
KT1 4EU

Alternatively, you can telephone us on 020 8255 5220

Who we are

Reside Housing Association Limited is a registered housing provider. Our company registration number is 4745, registered with the Regulator of Social Housing, and 29475R as a society under the Co-Operative and Community Benefit Societies Act 2014. Our registered office is Mason House, 18 Lower Teddington Road, Hampton Wick, Kingston Upon Thames, KT1 4EU. For the purposes of data protection legislation, Reside Housing Association Limited is a Data Controller.

Why we collect information

We collect and process your personal information because you have consented to be a nominated representative for a tenant. We need this information to verify your identity when you contact us.

Your consent is our lawful basis for processing your information.

You can withdraw your consent at any time by contacting us on 020 8255 5220. However, if you withdraw your consent, our tenant will not be able to use you as their nominated representative.

What information we collect about you

The information we collect about you includes:

- Name
- Address
- Contact numbers
- Date of birth
- Signature
- Photographic identification
- Your relationship with tenant

This information will be supplied directly by you.

How we collect your information

Reside collects information from you when you complete the Nominated Representative form indicating that you agree to be a representative for a tenant.

What we do with it

We will hold the personal information you have provided in our records and use it to verify your identity when you contact us so that we can provide the service that you request on behalf of our tenant.

How long we keep your information

We will only store your information for as long as you consent to be a nominated representative and the tenant authorises it.

You can withdraw your consent at any time by contacting us on 020 8255 5220 and we will delete all your personal data from our records.

Alternatively, the tenant can remove you as a nominated representative and we will delete all your personal data from our records in relation to this role.

When the tenant for whom you are a nominated representative becomes a former tenant of Reside, your personal details in relation to this role will be deleted from our records.

Sharing your information

We may share your information with third parties from time to time such as:

- Contractors providing maintenance and other housing related or support services
- Utility companies (water, electricity, gas)

In addition, we may have to share your information where we are legally obliged to do so, for example:

- To comply with the law
- For child protection and safeguarding issues
- Where there is a clear risk to life

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect and process.

Whilst the majority of the IT systems that we use are based within the UK, Reside does use the following, which means that your data may be stored electronically outside of Europe.

- Survey Monkey
- Google
- Cobweb

Your Rights in relation to your personal data

In certain circumstances, Data Protection legislation gives you a number of individual rights in relation to your personal data. These are as follows:

- The Right to be Informed about how your data is managed – this right is met by this privacy notice and a range of other notices which relate to specific aspects of Reside, such as the CCTV privacy notice and the website privacy notice.
- The Right of Access to your personal information – so that you can be aware of and verify what personal data we hold.
- The Right of Rectification - to have any personal data corrected if it is inaccurate, incomplete or out of date.
- The Right of Erasure of your personal data – this only applies in certain circumstances, such as where you have given consent for us to hold information and you withdraw that consent.
- The Right to restrict processing – in certain circumstances you have the right to block or restrict how we process your data;
- The Right to data portability – which in certain circumstances allows you to obtain and reuse your personal data for your own purposes across different services
- The Right to object - in certain circumstances, to the processing of personal data. In particular, you have the right to object to being sent direct marketing information.
- The Right not to be subject to automated decision making – Reside Housing Association does not do this.

More information on the individual rights and how they apply can be obtained by visiting the [ICO website](#).

If you wish to exercise any of the above rights, please contact:

Reside Housing Association,
Mason House,
18 Lower Teddington Road,
Hampton Wick,
KT1 4EU

Alternatively you can make a request electronically, by email, to enquiries@residehousing.com or telephone 020 8255 5220.

Making a complaint

If you believe that Reside Housing Association has not handled your personal information correctly, you have the right to make a complaint. You can raise a complaint in a number of different ways:

- To a staff member
- At our offices at Mason House, 18 Lower Teddington Road, Hampton Wick, KT1 4EU
- Through our website
- Using social media
- By telephone
- In writing

You also have the right to lodge a complaint with the Information Commissioners Office at. Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF - Tel: 0303 123 1113 (local rate)

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of Reside Housing Association collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests should be sent to the Reside Data Protection Officer at the above address.

If you or someone you know would like this information in large print, braille, or translated into another language, please contact enquiries@residehousing.com or telephone 020 8255 5220.