

## **Privacy Notice – website users**



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](mailto: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**

Reside collects information from you when you use our website through the use of cookies.

For further information about our use of cookies, please see our cookies policy.

If you'd like to learn more about cookies in general and how to manage them, visit [www.aboutcookies.org](http://www.aboutcookies.org) (opens in a new window – please note that we can't be responsible for the content of external websites).

### **What information we collect about you**

#### **Links to other websites**

Our website contains links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

#### **Third-party content within our website**

From time to time, we may embed external content from third-party websites, for example Twitter or YouTube, within our websites. These external websites may utilise cookies and the privacy policy that will apply to such third-party content will be that published on the website of that third-party content provider.

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access, whilst the majority of the IT systems that we use are based within the UK, the cookies used on this website mean that your data may be stored electronically outside of Europe. Please see our cookies policy for more information

### **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](mailto: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](mailto:enquiries@residehousing.com) or telephone 020 8255 5220.