

## **Ongo Privacy Notice (Customers)**

### **What is the purpose of this privacy notice:**

Ongo Partnership Ltd. is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. You are being sent a copy of this privacy notice because you are one of our customers. It makes you aware of how and why your personal information will be used, and how long we will usually keep your personal information for. It provides you with certain information that must be provided under the General Data Protection Regulation (EU) 2016/679 ('the GDPR') and the Data Protection Act 2018 ('DPA').

### **The types of personal information we collect and store:**

In relation to the services we provide to you and, if you are one of our Ongo Homes tenants, in connection with your tenancy agreement with us, we will collect, store, and use the following types of personal information about you:

- Personal details such as your name, date of birth, National Insurance number, identification documents, photographs, contact details and contact preferences;
- Information you have provided in any applications for housing, including references, pre-tenancy assessments, housing history and income details;
- The details of other individuals living with you;
- Financial details including bank details, benefit support, rent account details and income and expenditure assessments;
- Complaints of anti-social behaviour;
- Complaints about our services;
- Repair logs;
- Details of any support received by you including care packages and plans and details of support providers; and
- CCTV images.

We will also collect, store and use the following types "special categories" of more sensitive personal information where necessary and appropriate:

- Information about your race or ethnicity, religious beliefs, sexual orientation, trade union membership and political opinions;
- Information about your health, including any physical and/or mental health condition and disabilities;
- Information about criminal convictions, criminal offences or court proceedings.

### **How we collect customer information:**

We collect, store and hold personal information relating to our customers from the following sources:

- You, the customer;
- Home Choice Lincs;

- Your previous landlord;
- Your named referees;
- Applications to take part in our projects;
- Survey forms;
- Order forms for work to be completed (i.e. locksmiths, handyvan choose to reuse); and
- Other agencies such as the local authority, the police, emergency services, probation, other RPs, the NHS, health professionals, drug and alcohol services and charities.

**How we use customer information:**

We use this personal information to provide effective and efficient services to our customer and carry out our duties as a landlord. This includes:

- Communicating with you about services being provided;
- Communicating with you about your tenancy;
- Letting, renting and leasing properties;
- Administering waiting lists;
- Carrying out research;
- Administering housing and property grants;
- Providing associated welfare services, advice and support;
- Maintaining our accounts and records;
- Supporting and managing our employees, agents, and contractors; and
- As part of our marketing and promotional activities (if you agree).

The legal basis' we rely on for processing personal information in this way are as follows:

- Consent has been obtained;
- Processing is necessary for the performance of a contract;
- Processing is necessary for compliance with a legal obligation; or
- Processing is necessary for our legitimate interests.

**What happens if you fail to provide personal information:**

Failure to provide the personal information requested may result in us not being able to provide requested services to you and, if you are an Ongo Homes tenant, applications for housing being refused.

**Automated Decision Making**

You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making.

**How we share customer information:**

We will not normally share your information with anyone else. However, there are certain circumstances where we will be required to share your information with other

organisations and will comply with the GDPR and the DPA when disclosing this information. Where it is required or necessary in accordance with the GDPR and/or the DPA, we may share information with:

- Family, associates and representatives of the person whose personal data we are processing;
- Educators and examining bodies;
- Suppliers and service providers;
- Financial organisations;
- Central government;
- Auditors;
- Survey and research organisations;
- Other housing associations, trusts or local authorities;
- Trade unions and associations;
- Health authorities;
- Enquirers and complainants;
- Security organisations;
- Health and social welfare organisations;
- Professional advisers and consultants;
- Homes England;
- Probation services;
- Charities and voluntary organisations;
- Police forces;
- Courts and tribunals;
- Professional bodies;
- Insurers;
- Employment and recruitment agencies;
- Credit reference agencies;
- Debt collection agencies;
- Landlords;
- Press and the media.

#### **How long we keep personal information:**

We will keep the personal information you provide whilst you are a customer. We will also retain your personal information once we cease to provide our services to you, including after your tenancy ends if this is necessary to comply with our legal obligations, meet regulatory requirements, resolve disputes, maintain security, prevent fraud or to enforce any outstanding debts owed to us.

A copy of our Data Retention policy which details the retention periods for information is available upon request.

### **Your right to access personal information:**

You can find out if we hold any personal information about you by making a 'subject access request' under the GDPR. If we do hold information about you, we will:

- Give you a description of it;
- Tell you why we are holding;
- Tell you who it has been disclosed to; and
- Let you have a copy of the information in an intelligible form.

You may also have the right for your personal information to be transmitted electronically to another organisation in certain circumstances.

You can request access to the information we hold about you at any time by contacting us (please see contact details section below). Please mark your request for the attention of our Data Protection Officer.

### **Your rights:**

If you believe that any of the personal information we hold about you is incorrect, you have the right to ask us to rectify that information at any time.

You may also have the right, in certain circumstances, to request that we delete your personal information, to block any further processing of your personal information or to object to the processing of your personal information. There are some specific circumstances where these rights do not apply and we can refuse to deal with your request.

If we are processing your personal information based upon your consent (e.g. as part of our marketing or promotional activities or to make a voluntary referral to an external agency), you have the right to withdraw your consent at any time.

If you require any further information about your right to rectification, erasure, restriction of or object to processing or you wish to withdraw your consent please contact us (please see contact details section below).

### **Complaints:**

We take any complaints we receive about the collection and use of personal information very seriously. We would encourage you to bring it to our attention if you think that our collection or use of information is unfair, misleading or inappropriate. You can make a complaint at any time by contacting us (see contact details section below).

If you think our collection or use of personal information is unfair, misleading or inappropriate or if you have concerns about the security of your personal information, you also have the right to make a complaint to the Information Commissioner's Office.

You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

**Contact us:**

You can e-mail us at [enquiries@ongo.co.uk](mailto:enquiries@ongo.co.uk) or write to us at the following address:

Ongo, Ongo House, 26-30 High Street, Scunthorpe, North Lincolnshire, DN15 6NL.

Tel: 01724 279900

We have appointed a Data Protection Officer to oversee our compliance with this privacy notice. Our Data Protection Officer is Liz Chaffe. If you have any questions about this privacy notice or how we handle your personal information, please contact Liz using the details above.