

Privacy statement for Portal App

Privacy

At Ongo we take our responsibility of protecting your privacy very seriously. We comply with the relevant data protection laws when dealing with your personal information. This means the personal information you provide by completing this form will be processed in accordance with the law and our data protection policy.

By continuing to use My Home you are giving your agreement to the terms of this privacy policy.

What information do we collect and why?

We will use the personal information which you supply to us to identify you, manage your tenancy, process any requests you make and personalise your use of My Home. This will also include updating your tenancy records based on the information you provide where appropriate. We may also use your information to inform you about important changes affecting you as a tenant and, if you agree, as part of our marketing and promotional activities.

You can update your communication preferences at any time in the [\[INSERT\]](#) section of My Home or by contacting us directly.

How do we use personal information?

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

- Where we have obtained your consent;
- Where we need to perform the contract we are about to enter into or have entered into with you;
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests; or
- Where we need to comply with a legal or regulatory obligation.

Who might we share your information with?

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 data protection law when disclosing this information. Where it is required or necessary in accordance with data protection law, 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

Security

We have strict procedures and IT security measures in place to prevent unauthorised access to your information, which are tested on a regular basis, however no transmission of information over the Internet is completely secure and any information you do transmit to us, is at your own risk. You can help keep your personal information secure by keeping your password and account details private and by logging out of your account after use.

How can you access your information?

You can request access to the information we hold about you at any time by contacting us directly.

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

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).

How can you make a complaint?

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

How can you contact us?

You can e-mail us at 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.