



Yarlington's Contractor Privacy Notice

Yarlington is committed to protecting your privacy and takes its responsibilities regarding the security of user information very seriously. This Privacy Notice sets out how we will use and protect all information we collect from you in accordance with Data Protection Legislation. This notice applies to all current, former and potential contractors who work with us and assist in providing our services.

We process your data in accordance with relevant Data Protection and privacy laws because processing is necessary to fulfil our contract with you, because there is a legal obligation upon us, it is in our legitimate interests or it is necessary to protect the vital interests of you or another person. Where we need your consent to process information we will ask you clearly for that consent and provide means for you to easily withdraw that consent at any time.

Who we are

When we say 'we' or 'us' in this policy we're generally referring to Yarlington Housing Group (Yarlington) itself and our subsidiary companies such as Yarlington Homes Limited, Yarlington Property Management and Inspired to Achieve.

What sorts of information do we collect and hold

Yarlington collects and processes a range of data about you. This includes:

- Full company details name, address, company incorporation dates, date of incorporation, type of organisation
- Disclosures – confirmation whether directors/partner are/have been associated with YHG
- Financial details – bank or building society
- Confirmation of any court action or criminal activity
- Health & safety
- Compliance against legislation (E&D, H&S, Modern day slavery etc)
- Insurance details
- References

We also process sensitive classes of information that includes information relating to services, to meet our legal obligations or protect the interests of you or another person:

Closed Circuit Television (CCTV)

The CCTV systems installed across the Yarlington portfolio are for safety and crime prevention only. Clearly visible notices are provided where CCTV is used except where covert CCTV is in place for legitimate legal reasons.

CCTV images can be shared with lawyers, police and other agencies working to prevent or investigate crime, improve public safety or resolve antisocial behaviour.

CCTV images are retained for up to one calendar month or, where applicable until enforcement action is complete. Images that are no longer required will be destroyed.

How we collect information about you

We collect information about you throughout our relationship. This includes;

- When you submit a tender
- When you sign a contract or agreement
- Through ongoing contact with contractors during the term of the contract
- Submission of quotes
- When customers access services by logging into our website
- Recording calls to & from us

In some cases, Yarlinton may collect information about you from third parties, such as credit check agencies, professional bodies. We only collect information that is necessary to supply the services under our contract with you, when entering into a contract with you or carry out the transaction you have requested.

How do we use your information?

We process personal information to enable us to provide social and affordable housing accommodation and services which include;

- To perform and satisfy our due diligence procedures
- To get in touch, via phone, email or post
- To commission works and/or services
- To make payments when they fall due
- To comply with our legal obligations

Who we might share your data with

In order to effectively carry out our services and critical activities, parts of your information will be shared internally and we sometimes need to share personal information we process with the individual themselves and also other organisations. Where this is necessary we will comply with all aspects of Data Protection legislation. What follows is a description of the types of organisations we may need to share some of the personal information we process with for one or more reasons. We will not share your information without consent unless allowed to by law.

Where necessary or required we may share personal information with the below (where appropriate):

- Other Contractors
- Local authorities/departments
- Emergency services
- Professional bodies

- Suppliers and service providers
- Other landlords (with your permission)
- Utilities companies
- OT's
- Courts and tribunals
- Housing regulators
- Central government
- Auditors
- Debt collection agencies
- Credit reference agencies
- Press and the media (with your permission)

Legal Requirements

We may however share your personal information in cases where we are legally obliged to do so for e.g.:

To comply with the law

To seek legal advice for court proceedings or statutory action to enforce compliance with contract / agreement conditions

To provide you with the information you require, for example to provide the contracted services.

Where there is a clear health and safety risk

Where there is child protection or safeguarding issues (including vulnerable adults).

Where there is a clear risk to you, staff or others

How long do we keep your information for?

We will always retain your information in accordance with law and regulation and never retain your information for longer than is necessary.

Our current Data Retention policy determines that contract tendering documents are held for 6 years after the end of the contract, therefore any personal information contained within them will be held for that period. The only exception to this is where there is an ongoing legal dispute over matters arising under the contract in which case the information will be held until the dispute is finally resolved.

Other personal information will be retained for the length of your contract plus with the exception of where monies are owed, or there are ongoing legal matters to be resolved.

Information security

Yarlington takes the security of your data seriously. It has internal policies, controls (electronic , physical and managerial) and procedures in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. These security measures include:

- Limiting access to our building to those we believe are entitled to be there (by the use of key card passes and ID Badges)
- Implementing access controls to our technology and devices, such as firewalls, ID verification, and encryption.
- Maintaining Cyber Essentials Certification.

International Transfers

It may sometimes be necessary to transfer personal information overseas for the purposes set out in this notice. Where this is necessary this may be to countries or territories around the world other than the EU. If we do this your personal information will continue to be subject to appropriate safeguards as set out in Data Protection Legislation.

Links to other websites and use of digital platforms

Yarlington will sometimes provide you with links to other websites, but these websites are not under our control. We will not be liable to you for any issues arising in connection with their use of your information, the website content or the services offered to you by these websites. Therefore we would advise you to consult the privacy policy and terms and conditions on each website to see how they may process your information.

In addition when using other digital platforms such as Facebook and social networks please remember it is your responsibility to set appropriate settings on your accounts so you are comfortable with how your information is used and shared on them.

Your rights

Access and correction of your personal information

You have the right to a copy of the personal information that we hold about you. This is often called a subject access request. There are limits to this rights such as where the disclosure of such information would unreasonably impact the data protection rights of a third party.

Before providing personal information to you or another person on your behalf, we may ask for proof of identity and sufficient information about your interactions with us so that we can locate your personal information. There is a SAR form available (on the Yarlington.co.uk website) to use should you wish to make a request. This can be submitted by email to GDPR@yhq.co.uk, other methods of contact can also be used as detailed in the '**Contact Us**' section.

If any of the personal information we hold about you is inaccurate or out of date, you can request that it be corrected or updated.

Right to stop or limit our processing of your data

You have the rights, in certain circumstances, to limit or object to our use of your personal information. Also you have the right to ask us to delete your personal information if there is no longer or lawful reason for us to use it.

Consent

In some circumstances your consent is the legal basis for us using your information.

This will be freely given by you for a specific purpose by way of an active step or action, not through inactivity, silence, or pre-ticked boxes.

You have the right to change your mind at any time and withdraw your consent. The consequence might be that we can't do certain things for you. This can be done by emailing GDPR@yhq.co.uk.

Contact us

If you would like to exercise any of these rights or have a question about this policy or the way your personal information is used please contact us by one of the following means:

Yarlington's Data Protection Officer can be contacted at GDPR@yhq.co.uk.

By Phone: Customer Experience Service Centre– 01935 404500

By Post: Data Protection Officer, Business Assurance, Yarlington Housing Group, Lupin Way, Yeovil, Somerset BA21 8WN.

Lodge a Complaint with the Supervisory Authority

You have the right to lodge a complaint to the Information Commissioner's Office (UK's Supervisory Authority) go to www.ico.org.uk or ring 0303 123 1113 to find out more.