



Independent Living Support Services

Paying and Funded Customers

Privacy Notice

### **Why we collect your information**

**Yarlington** is committed to protecting your privacy and takes its responsibilities regarding the security of customer 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 Customers who receive our Independent Living Support services

We process your data in accordance with relevant Data Protection and privacy laws for two reasons:

- because processing is necessary to fulfil either our service contract with you (if you are a paying customer), or to support your tenancy (as a funded customer); and
- to provide you with the independent living services which you have asked for.

### **Who we are**

When we say 'we' or 'us' in this notice we're generally referring to Yarlington Housing Group (or Yarlington, for short).

### **What sort of information do we collect and hold**

If you are a Yarlington tenant we already hold personal information about you and others who live with you as part of our landlords obligations. In order to supply you with additional independent living support services, we may ask you for further information, such as information about your welfare and ability to live independently at home.

If you are not a Yarlington tenant then we will gather enough information about you to properly understand your situation, needs and wishes. This will include the following:

- name and address
- contact information eg. telephone number and email address
- date of birth
- next of kin or person whom you have appointed as your authorised contact
- financial information to allow payment for our services (eg. banking details for direct debit)
- information about your health, welfare and ability to live independently at home

## **How we collect information about you**

We collect information about you throughout our service relationship. This includes:

- At our initial meeting to discuss your needs
- When you sign a contract with us
- Through our regular contact with you
- Recording calls to and from us.
- Through your contact with our independent living service providers
- Through your next of kin (in an emergency)
- Through your authorised contact (when you have appointed one)

## **How do we use your information.**

We use personal information about our customers in order to provide assisted and independent living services to our tenants and to our private customers, and in particular to make sure we are providing the services you have asked for and at standard of quality that you can reasonably expect from us. We also use your information to seek payment for our services and occasionally to ask for your feedback on our services, or (with your permission) to let you know about promotions and events that may be of interest to you.

We also use it to comply with our legal obligations.

## **Who we might share your data with**

Where necessary and lawful to do so, or if you have given us your consent, we may share your information with the following:

- Emergency services
- Your next of kin or person appointed as your authorised contact
- Our contractors or service providers (eg where out of hours services are required, or where we have procured specialist services for your benefit)
- Occupational therapists
- Local authorities (re safeguarding risks)
- Credit reference agencies
- Debt collection agencies
- Utility companies
- Press and the media (only with your permission)

## **How long do we keep your information**

We only keep your information for as long as we reasonably need it, but if law or regulation obliges to keep it for a particular time-span then we will abide by that requirement.

In general we will delete your information no longer than 2 years after the end of our service relationship with you. However if there is any money still owed to us, or if there is a legal dispute of any kind then we will keep the information for longer.

## **Information Security**

Yarlington takes the security of your information seriously. We have policies and procedures in place to ensure that your information is not lost, accidentally destroyed, misused or

disclosed, and is not accessed except by our employees in the proper performance of their duties.

### **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.

### **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 (SAR). There are limits to this right such as where the disclosure of the 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 (LINK) available to use should you wish to make a request. This can be submitted by email to [GDPR@yhq.co.uk](mailto: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 a lawful reason for us to use it.

#### ***Right to data portability***

You have the right to receive and reuse your personal information, which you have provided to us, for your own purposes across different services. This applies where the processing is based on your consent or for the performance of a contract and when processing is carried out by automated means.

### **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](mailto:GDPR@yhq.co.uk).

**By Phone:** Customer Engagement 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](http://www.ico.org.uk) or ring 0303 123 1113 to find out more.