

## **Privacy notice: Legal and General Affordable Homes Ltd**

Legal and General Affordable Homes Ltd (LGAH) is a subsidiary company of Legal and General Group PLC who are registered with the Information Commissioner's Office (registration number: Z8856410) as a Data Controller under the General Data Protection Regulations 2018.

This privacy policy will explain what personal data we collect from you, how it is collected, for what purpose and how your personal data is stored.

### **What information LGAH collects and why?**

LGAH holds personal data related to you and your household members including but not limited to full names, dates of birth, contact details, national insurance numbers and income and expenditure information. In addition, LGAH will also collect sensitive personal data such as gender, ethnicity, religion or other beliefs and medical history.

The reason for collecting this data is to enable LGAH to provide you with products and services in line with your tenancy and/or lease conditions and to enable LGAH to tailor its services to best meet your needs.

### **How do we collect your data?**

LGAH will predominately collect your data indirectly from one of its management providers who will be responsible for processing your data on behalf of LGAH. Details of your management provider will be provided to you before you move into your home.

LGAH will also collect data from other agencies working on behalf of LGAH such as sales agents who are responsible for advertising and progressing sales of shared ownership units. In all cases, LGAH will act as the data controller and will be responsible for managing your personal data, with the management provider and/or sales agent responsible for processing your personal data.

LGAH have contracts in place with all management providers and sales agents for data processing which mean that they cannot do anything with your personal information unless LGAH have instructed them to do it.

LGAH collects and processes data from a number of channels. This includes, but is not limited to:

- Receiving a nomination from a Local Authority or when you fill in an application form for one of our homes
- As part of the property onboarding process including before and on the day you move in
- During the length of your tenancy or lease as part of our housing management functions
- There is a change in your or your household's personal data which requires updating
- You request any of our services through a variety of channels (website, phone, app, email, in person)
- You provide feedback or make a complaint

From time to time we may also be provided with information about you from other agencies such as the Department of Work and Pensions, Local Authority departments, solicitors, mortgage brokers, Emergencies Service such as the Police or Fire Brigade or the NHS.

## **How we will use your data?**

We use your personal information to:

- Help LGAH provide services to ensure your tenancy/lease and your property is well managed
- Communicate with you in order to deliver a high quality service
- Share information with other agencies where we have your consent
- Ensure that we meet all our legal and statutory duties
- Help with crime prevention and the prosecution of offenders
- To protect individuals from harm
- Provide you with welfare services including advice and appropriate support
- Carry out research and complete feedback surveys to help improve the services we offer

## **How we will store your data?**

LGAH securely stores your personal data in electronic format either directly or using our management provider or sales agents electronic data storage system. All storage systems are compliant with General Data Protection Regulations and in line with Legal & General Group's data privacy policy. Access to your information is limited to those who require it to provide services to you.

LGAH will only keep your personal data for as long as necessary to provide you with relevant services to your home and to safeguard LGAH in the event of any claims, complaints, litigation, enquiries or investigations during or following the termination of your tenancy, or assignment of lease. Unless you ask us not to, we will review and possibly delete your personal information where your tenancy or lease has been inactive for seven years.

## **Sharing your information**

In addition to sharing your information with LGAH's management provider and/or sales agent relevant to your home, we may sometimes need to share your personal information with other organisations.

This may be necessary to fulfil our contractual duty, such as providing contact information to a repair contractor to rectify any problems in your home. There may also be a legal requirement for LGAH to share information with statutory agencies in order to safeguard individuals or in relation to detection and prevention of crime. Where this is necessary LGAH are required to comply with all aspects of General Data Protection Regulation (GDPR)

As part of LGAH's service improvement process, customer feedback surveys will be completed once you have moved into your home and during the length of your tenancy or lease. These surveys will be completed by an external company to ensure impartiality. LGAH will share your personal information specifically your name, address, email, phone number and tenancy/lease commencement date with an external company as part of this process. LGAH will only share this information after your consent has been given.

LGAH would like to send you information about products and services provided by wider Legal & General Group businesses. You have the right at any time to stop Legal & General Group from contacting you for marketing purposes and LGAH will only share this information after your consent has been given.

LGAH will not share your information with any other third party for marketing purposes without your consent.

## Your rights under the GDPR

You have a number of rights under General Data Protection Regulation (GDPR). These are summarised below:

- Access to personal information - you have a right to ask what personal information we hold about you, and to request a copy of your information. This is known as a Subject Access Request (SAR).
- Rectification – you have the right to request that LGAH correct any mistakes contained in the information we hold about you, and/or complete any incomplete personal information we hold about you.
- Erasure - you have the right to ask LGAH to delete personal information we hold about you, under certain conditions. You also have the right to withdraw consent if consent is relied upon for sharing your personal information with a third party,

Restriction on processing - you have the right to request that LGAH restrict the processing your personal information, under certain conditions. There is also a right not to be made subject to automated decisions except in very narrow circumstances, which relates to automated decisions which don't involve a human and which have a legal or other significant effect.

- Objection to processing - You have the right to object to LGAH processing your personal data, under certain conditions.
- Data portability - this only applies to information you have given us. You have the right to request LGAH to transfer the information you gave us to another organisation, or give it to you directly.

In all of the above requests, LGAH have one month to respond to you. LGAH as data controllers will delegate the processing of these requests to your relevant management provider. This may require a form to be completed and confirmation of proof of identify before processing any request. LGAH will not charge you a fee for collating any data.

### Who to Contact?

This privacy notice does not provide detail on all aspects of LGAH's collection and use of personal information. We are happy to provide any further information or further explanation if needed.

Please contact us or your management provider using the details below:

Legal & General Affordable Homes  
Data Protection Team  
One Coleman Street  
London  
EC2R 5AA

Management provider name

Address

Email

Phone

## Consent to share information

Legal & General Affordable Homes (LGAH) take data protection seriously and work very hard to keep your personal information safe and secure.

As part of the services we offer, there are two areas where LGAH would like to share your personal information with a third party but require your consent before doing so. More information on these two areas are detailed below.

### **Sharing of information for customer feedback surveys**

LGAH is committed to ensuring it provides the very best service to its customers. As part of developing our service, it is important to gather feedback from customers who have recently moved in and during the lifespan of being a LGAH customer.

LGAH completes satisfaction surveys using a third party organisation. It is important to LGAH that it uses an external company to carry out these surveys to ensure feedback is impartial and not influenced by anyone within the organisation.

As part of this process, LGAH would like to share your personal information, specifically your name, address, email, phone number and the date you moved into your home. Your information will only be used by the third party organisation to complete our customer feedback surveys and will not be used for any other purpose.

### **Sharing of information with other Legal & General businesses**

LGAH are a part of the wider Legal & General Group. L&G Group have a number of businesses which provide services and products which aim to benefit customers across a range of functions. LGAH have its customers at the heart of everything it does and believes that at times they may be products of services offered by other internal L&G Group businesses which would be of direct benefit to LGAH customers.

LGAH would like to share your personal information with wider L&G Group businesses to enable them to contact you with products and services which may be of benefit or interest to you. The information shared may cover all aspects of your personal information that we collect to enable a more tailored level of referral on products and service which may be relevant to you.

### **Consent to share information**

Once you have opted in to sharing personal information, you can also opt out of sharing information at any time by contacting LGAH on the details below.

I consent to LGAH sharing my personal information to a third party for customer feedback surveys

I consent to LGAH sharing my personal information to other Legal & General Group businesses

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

*Legal and General Affordable Homes, Data Protection Team, One Coleman Street, London, EC2R 5AA*