

## 1. Improving Services– Service Level Privacy Notice

Date: 1st April 2019

### How we Handle Your Personal Information when we are improving our services

On the 25th May 2018 the Data Protection law changed and the General Data Protection Regulation, known as GDPR, came into effect. GDPR imposes additional obligations on organisations and gives you extra rights around how your personal information is used.

We want you to know that Greatwell Homes respects your personal information that we collect when we are improving our services and that we take the security of your information very seriously.

Our main customer Privacy Notice tells you more about the data we hold on you, what we do with that data and who we share your data with and you can view it at <http://www.Greatwellhomes.org.uk/about-us/legal/>

**The table below explains in more detail how we use your personal information when improving services and why we need it:**

<b>Service</b>	<b>Business Improvement</b>
Why we collect information about you	We may need to use your personal information so that we can make changes and improvements to our services. We may also use your information to get in touch with you to tell you about these services
How we will use the information we collect about you	<ul style="list-style-type: none"><li>• To make improvements and changes to our services</li><li>• To design new services</li><li>• In reports we will provide a anonymised summary and graphs of the data</li><li>• We will process and analyse information to look for patterns and trends</li><li>• To tell you about relevant Greatwell Homes events, activities and services through email, text and mailings which we have gained your consent to when you signed your tenancy agreement</li></ul>
Why we are allowed to use your information	Legal obligation or public task under various UK laws including but not limited to: <input type="checkbox"/> The Localism Act 2011 <input type="checkbox"/> The Equality Act 2010 – Legitimate Interest
Who we can share your information with	<ul style="list-style-type: none"><li>• Companies undertaking research</li><li>• Suppliers who are implementing new systems and IT software</li></ul>

	<ul style="list-style-type: none"> <li>• Mailing companies – rent statements</li> </ul>
What happens if I fail to provide information?	Your personal information to help us improve our services will be provided when you sign your tenancy agreement.
Will computers make any decisions about you using the information you provide	No
Will my information be sent to other countries?	This will be checked with any company undertaking research for us.

For more information regarding the above please email [data.protection@greatwellhomes.org.uk](mailto:data.protection@greatwellhomes.org.uk)