

Involved Customers – Service Level Privacy Notice

Date: 1 April 2019

How we Handle Your Personal Information when you are an involved customer

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 you are an involved customer 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 you are an involved customer and why we need it:

Service	Involved Customers
Why we collect information about you	We collect information about you when: <ul style="list-style-type: none">• We receive a referral from another Greatwell Homes Officer following your permission for us to contact you (survey monkey form on our Intranet and customer portal).• To carry out research through surveys and consultation to help improve our services.• You voluntarily complete a customer survey or attend a consultation event that Greatwell Homes is involved in.• To be able to contact you as an involved customer via email, phone and text.
How we will use the information we collect about you	We will use the information we collect about you: <ul style="list-style-type: none">• To share your details with organisations such as trainers, conference providers, housing related organisations and transport companies to support and enhance you in your involvement needs.• To pay any out of pocket expenses e.g. travel, accommodation, phone bills etc. whilst undertaking duties as an involved customer.• To help improve our services.• To assess your suitability to become an involved customer.

<p>Why we are allowed to use your information</p>	<p>Legal obligation or public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The Localism Act 2011 <input type="checkbox"/> The Equality Act 2010 <p>Consent – we will ask you to sign an involved customer consent form when you register to become an involved customer. If taking part in surveys we will you ask for separate consent.</p>
<p>Who we can share your information with</p>	<p>With consent we may sometimes need to share the personal information we process with other organisations where it is necessary to provide adequate support (i.e. appropriate transport vehicles, meeting venues without stairs, training) or delivery of a service is necessary (i.e. providing your address and phone number to our taxi suppliers, or dietary requirements to our caterers).</p> <p>If there is any sensitive personal information that you do not want to share then please discuss this with us.</p> <p>Companies undertaking research so that they can process and analyse information to look for patterns and trends. This will then help us to make changes and improvements to our services.</p>
<p>What happens if I fail to provide information?</p>	<p>You cannot become an involved customer.</p>
<p>Will computers make any decisions about you using the information you provide</p>	<p>No</p>
<p>Will my information be sent to other countries?</p>	<p>No</p>

For more information regarding the above please email data.protection@greatwellhomes.org.uk