

Customer Services – Service Level Privacy Notice

Date: 01 April 2019

How we Handle Your Personal Information when you contact our Customer Services Team as a customer of Greatwell Homes

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 contact us 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 the Customer Service Team use your personal information and why they need it:

Service	Customer Services
Why we collect information about you	There may be times when we collect your information such as when you contact us for the below: <ul style="list-style-type: none">• You want to let us know about a complaint, concern, comments or compliment.• You want to pay your rent via Direct Debit.• You want to update your contact details.
What information do we collect about you	<ul style="list-style-type: none">• Contact details such as name, address, phone number, email.• Bank details
How we will use the information we collect about you	With your consent, use the information you provide : <ul style="list-style-type: none">• To tell you the outcome of your complaint.• To ask you how satisfied you were with how your complaint was handled.• To set up Direct Debits for rent collection.• To update your personal information on our system.
Why we are allowed to use your information	Legal obligation or public task under various UK laws including but not limited to: <ul style="list-style-type: none"><input type="checkbox"/> The Localism Act 2011<input type="checkbox"/> The Equality Act 2010 Housing Act 1996
Who we can share your information with	As a customer of Greatwell Homes, you will have signed a tenancy agreement with us which tells you who we may share your information with.

	Please see the tenancy service level privacy notice on our website for the full list.
What happens if I fail to provide information?	We would be unable to deal with your complaint or concern and let you know the outcome of this. You may not be able to pay your rent by Direct Debit. We may not be able to get in touch with you.
Will computers make any decisions about you using the information you provide	No
Will my information be sent to other countries?	No

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