

Garage Applications and Licences – Service Level Privacy Notice

Date: 1st April 2019

How we Handle Your Personal Information when you apply for a garage licence

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 managing your garage licence 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 Asset Investment and Compliance Team use your personal information when you apply to rent a Garage and why they need it:

Service	Garages
Why we collect information about you	We use your personal information to support you with your garage licence(s) – for example if you apply for a garage and are placed onto a waiting list or contact us to arrange a repair to your garage(s). We also use your information so that we can collect your garage rent and if we need to provide you with debt and benefit support to help you with your garage rent payments
How we will use the information we collect about you	Greatwell Homes and / or approved contractors employed by Greatwell Homes may need to contact you with your consent by: <ul style="list-style-type: none">• Telephone• Email• Writing• Visit (by prior arrangement)• or a combination of all in matters relating to your garage(s).
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 Contract – For the management of your garage licence with us.

Who we can share your information with	Who will we share this information with	Why we share this information
	Greatwell Homes Bank provider (currently: Barclays)	To set up direct debits to pay your rent through the Customer Portal
	WH Lawyers Police	To take action, including legal action, against people engaging in conduct capable of causing housing-related anti-social behaviour or sharing information with services involved in responding to allegations of crime and anti-social behaviour.
	MobySoft	To send text messages for Greatwell Homes events and important information regarding your garage rent account
	Approved Contractors	To report any development defects with new build garages
	WH Legal Team, Police,	To enforce breaches of the tenancy agreement (e.g. Antisocial behaviour,)
	All Pay	To our payment cards provider is that they can send you a payment card and billing letters
	Appointed Contractors, WH Legal Team, Police,	To deal with enquiries, defect rectification, claims, complaints and other communications from you and dealing with legal disputes and claims involving you
	Appointed specialist Contractors (currently Acorn AS)	To carry out repairs and works to your garage; including any annual compliance checks such as Asbestos
	WH Legal Team, Police,	For the purpose of complying with any legal requirements
	Experian	To identify any Licence fraud
	Insurance Providers	To process any insurance claims relating to your garage
What happens if I fail to provide information?	If you fail to provide the information that we require this may affect your garage application as we need this information to comply with our Garage Policy. We also need to make sure that we provide you with a garage that is suitable for your needs and without your information we may be unable to do this.	
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