

Insurance and Health & Safety (Non Greatwell Homes-Customer) Service Level Privacy Notice

Date: 01 April 2019

How we handle your personal information when dealing with an insurance claim or Health and Safety incident

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 dealing with an insurance claim or Health and Safety incident and that we take the security of your information very seriously.

The table below explains in more detail how we use your personal information when processing an Insurance claim or Health and Safety incident and why we need it:

Service	Insurance and Health and Safety
Why we collect information about you	<p>As a non-customer, there may be occasions when we need to collect information about you in relation to insurance claims, accidents, incidents and dangerous occurrences that may involve Greatwell Homes' staff, customers, properties, vehicles, contractors and equipment.</p> <p>In the course of handling your insurance claim we collect the following personal information about you:</p> <ul style="list-style-type: none"> • Personal details – name, address, e-mail address, telephone numbers, date of birth and national insurance number (if claiming for personal injury). • Medical details (if claiming for personal injury) – GP name and address. • Bank details (if required in order to settle claim). <p>In the event of an accident, incident and dangerous occurrences:</p> <ul style="list-style-type: none"> • To collate information about accidents, incidents and dangerous occurrences in relation to the injured person. This may also include collecting information from potential witnesses
How we will use the information we collect about you	<p>We will collect your information as below:</p> <p>Insurance - we use your personal information to administer any claim.</p> <p>Health and Safety - to highlight trends and to report accidents, incidents and dangerous occurrences to the Health and Safety Executive.</p>

Why we are allowed to use your information	<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>Reporting of Incidents, Diseases and Dangerous Occurrence Reporting 2013 (RIDDOR) Health and Safety at Work Act 1974 Consent Legitimate Interest</p>
Who we can share your information with	<p>Insurance - we may share your personal data with our insurers, solicitors and third party contractors who may store it on their databases. Our insurers may search these databases when you make a claim, to validate your claims history or that of any other person or property likely to be involved in the claim.</p> <p>Health and Safety - it is a legal requirement that Greatwell Homes share this information with the Health and Safety Executive for highlighting trends and for additional investigation by the HSE.</p>
What happens if I fail to provide information?	<p>Insurance - if you do not provide your personal information that we request we will be unable to process your Insurance claim.</p> <p>Health and Safety - the HSE will be informed and they may contact you about collecting your personal information.</p>
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