

How we Handle Your Personal Information when you use our Customer Portal

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 use the customer portal 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 access our customer portal and why we need it:

Service	Customer Portal
Why we collect information about you	We collect information about you so that: <ul style="list-style-type: none">• You can access your online Greatwell Homes account• We can provide you with the services you need• We can contact you when we need to
How we will use the information we collect about you	We will use the information we collect about you to: <ul style="list-style-type: none">• Design and provide the services that you need• Plan our services for the future• Undertake customer research to help improve the services we deliver to you
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 We will ask for your consent when you sign up to the Customer Portal.
Who we can share your information with	As per tenancy agreement service level privacy notice
What happens if I fail to provide information?	We not be able to provide you with access to your online account
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

You can find our main [privacy policy here](#)