

13 May 2021

PRIVACY NOTICE provided by Retirement Lease Housing Association (RLHA)

relating to

Walsingham Lodge

This privacy notice explains what personal data (information) we hold about you, how we collect it, and how we use and may share information about you during our management of Walsingham Lodge and after it ends. We are required to notify you of this information under the General Data Protection Regulation.

Please ensure you read this notice (sometimes referred to as a "privacy notice" and any other similar notice we may provide to you from time to time when we collect or process personal information about you. This privacy notice contains important information on who we are, how and why we collect, store, use and share personal information, and your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

1. WHO WE ARE

Retirement Lease Housing Association (RLHA) collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the [General Data Protection Regulation](#) which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

In this privacy notice, references to "we" or "us" means Retirement Lease Housing Association (RLHA).

2. DATA PROTECTION PRINCIPLES

We will comply with the data protection principles when gathering and using personal information, as set out in our GDPR data protection policy.

3. THE PERSONAL INFORMATION WE COLLECT AND USE: INFORMATION COLLECTED BY US

In the course of managing your estate we collect the following personal information when you provide it to us:

- NAME, ADDRESS, CONTACT TELEPHONE NUMBERS, E-MAIL ADDRESS, NEXT OF KIN INFORMATION, DATE OF BIRTH, MARITAL STATUS, INCOME INFORMATION AND BANK DETAILS.

In the course of managing your estate we collect the following special category data when you provide it to us:

- MEDICAL, HEALTH AND DISABILITY INFORMATION
- The provision of this information is required from you to enable us to perform our contract as managing agent appointed for and on behalf of The Walsingham Lodge Trust and for the purposes of our legitimate interest or those

of a third party. We will inform you at the point of collecting information from you, whether you are required to provide the information to us. Special Category data will only be collected and used by consent.

4. HOW WE USE YOUR PERSONAL INFORMATION

We will typically collect and use this information for the following purposes:

- For the performance of a contract, you have with our client The Walsingham Lodge Trust and pursuant to which we are appointed as their agent.

(and/or)

- For the purposes of our legitimate interests or those of a third party, but only if these are not overridden by your interests, rights, or freedoms.

(and/or)

- Where you have given consent for the Special Category data to be collected and used.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any material changes to information we collect or to the purposes for which we collect and process it.

5. WHO WE SHARE YOUR PERSONAL INFORMATION WITH

We routinely share the following categories of personal and special category data:

- Name, address, next of kin, contact telephone number, medical, health and disability information

This personal information may be shared with the following categories of recipients:

- Care line providers, Estate Managers, Contractors, Solicitors, Medical Professionals, Adult Social Services

This data sharing enables us to perform our contract as managing agent.

We will share personal information with law enforcement, banks or other authorities if required by applicable law.

We will not share your personal information with any other third party.

6. WHERE YOUR PERSONAL INFORMATION MAY BE HELD

Information may be held at our offices and those of our group companies, and third-party agencies, service providers, representatives and agents as described above.

We have security measures in place to seek to ensure that there is appropriate security for information we hold including those measures detailed in our GDPR data protection policy.

Or, for example, a set number of years after a data subject ceases to be a lessee in that development.

7. HOW LONG YOUR PERSONAL INFORMATION WILL BE KEPT

- We will hold your name, address, contact telephone numbers and accounting information for the period we continue to manage the development and you are a resident/leaseholder. Once you cease to be a resident/leaseholder or Retirement Lease Housing Association (RLHA) cease to manage the development, we will keep personal information for 6 years and accounting information for 12 years in line with the EU General Data Protection Regulations.
- Once you cease to be a resident/leaseholder, your personal details will be deleted from the care line provider's database.

- Once you cease to be a resident/leaseholder or Retirement Lease Housing Association (RLHA) cease to manage the development, your bank details will be deleted from our database.

8. REASONS WE CAN COLLECT AND USE YOUR PERSONAL INFORMATION

We rely on contract and legitimate interest as the lawful basis on which we collect and use your personal data. We rely on consent as the lawful basis on which we collect and use your special category data.

9. YOUR RIGHTS

Under the [General Data Protection Regulation](#) you have a number of important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use your use personal information
- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances
- claim compensation for damages caused by our breach of any data protection laws

For further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individual's rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please:

- Email customerservices@elmgroupp.org.uk, call us on 01252 356000 or write to us Retirement Lease Housing Association (RLHA), Building 2, Archipelago, Lyon Way, Frimley, GU16 7ER
- Let us have enough information to identify you (for example your full name and address).
- We may require you to let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- Let us know the information to which your request relates, including any account or reference numbers, if you have them

10. KEEPING YOUR PERSONAL INFORMATION SECURE

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business

need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

11. HOW TO COMPLAIN

We hope that we can resolve any query or concern you raise about our use of your information.

The [General Data Protection Regulation](#) also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

12. CHANGES TO THIS PRIVACY NOTICE

This privacy notice was published on 25th July 2019 and last updated on x November 2020

We may change this privacy notice from time to time, and when we do we will inform you.

13. DO YOU NEED EXTRA HELP?

- If you would like this notice in another format (for example: audio, large print, braille) please contact us
 - Email customerservices@elmgroupp.org.uk,
 - Call us on 01252 356000 or
 - Write to us Retirement Lease Housing Association (RLHA), Building 2, Archipelago, Lyon Way, Frimley, GU16 7ER