

Privacy Notice: NCHA Care and Support

Nottingham Community Housing Association, 12-14 Pelham Road, Sherwood Rise,
Nottingham, NG5 1AP

What information do we collect and why do we collect it?

We collect information about you when we are asked to provide care and support services to you or as part of your ongoing care and support. This includes your personal characteristics and other sensitive information that is essential for the services we provide.

We also collect information when you complete customer surveys or provide feedback.

How will we collect this information?

All information will be collected from you either personally or from information given to us when you enter into an agreement or contract with us. We will also collect information as part of your ongoing care and support, including support plan updates, reviews, from application forms and other customer feedback.

Any information given about you as part of a referral from another organisation, Member of Parliament or Councillor will normally be done with your consent and knowledge of why they are making a referral for our services.

How will we use it?

We use this information to make decisions about your personal care and support needs. This helps us to work with you to agree what you need and make sure that our services are safe and effective. We will also use the information to work with others who are involved in providing your care and support.

Your information will be used for repairs and maintenance services where we are responsible for your home.

Who will we share it with?

We will not disclose any information that you provide 'in confidence' to anyone else without your permission. However, we may be required to disclose your information by law, or where we have good reason to believe that failing to share the information would put someone at risk.

On occasions we will provide information to other organisations that we work with on specific projects or to deliver services. This is done under strict agreements regarding the security and confidentiality of all personal information.

Access to your information and correction
You have the right to view any information the organisation holds about you. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Who and how to contact us

Please contact us if you have any questions in relation with this notice or the information we hold about you:

Email: data.protection@ncha.org.uk

Phone: 0800 561 0074

Post: Data Protection Officer
Unit 2 Clumber Court
Pelham Avenue
Nottingham
NG5 1AJ