

Privacy Notice: Property Services

Nottingham Community Housing Association Ltd., 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 you request a repair or we need to undertake some work to your home, e.g. the annual gas service. We will also record your telephone call when you request a repair. We use this recording to improve the service we offer to our customers but also as a method of clarifying disputes when appointments are made.

How will we collect this information?

All data will be collected from you personally when you contact us. We will confirm your telephone number, should we already have it, or update our information if it is incorrect. If it is more convenient to contact you by email, we will also request this information.

It is possible that we would receive referrals containing your information from public bodies, e.g. your Local Councillor or M.P., but this should be done with your consent and knowledge of why they are making the referral to our services.

How will we use it?

We use this data in order that we can contact you to arrange appointments and to advise you of works required to your home.

Who will we share it with?

We only share the data you allow us to share with the person/business you have agreed to share your data with, e.g. one of our contractors. Legally if it is deemed a legitimate business interests or vital it is possible some of your details could be shared with the appropriate person e.g. Police, Care Provider etc.

Access to your information and correction

You have the right to view any information NCHA 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