

## Privacy Notice: Pelham Homes rented

*Pelham Homes is a limited company, part of the NCHA Group, whose work is undertaken by Nottingham Community Housing Association staff and contractors. Registered office 12-14 Pelham Road, Sherwood Rise, Nottingham, NG5 1AP. NCHA will collect and store your data.*

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

We collect information when you apply to rent a Pelham Homes property, such as your name, date of birth, National Insurance number, income and also contact details. We need the information for the management of your tenancy and property. NCHA may collect special category data such as health, disability, ethnicity, religion and sexuality to ensure that the services we provide meet your needs. If collected, we will use this information to ensure that we are meeting our legal obligations and providing our services fairly and in a non-discriminatory way. We also collect information when you voluntarily complete customer surveys or provide feedback. Website usage information is collected using cookies.

### How will we collect this information?

All information will be collected from you either personally or through the third party referencing company. This will be in the form of applications and any other forms completed by you to enquire about or apply for a property. If you do not go on to rent a property this information will be shredded.

### How will we use it?

We use the information you provide us to respond effectively to your enquiries, process your application to rent a property and to manage your tenancy after you move in.

### Who will we share it with?

The information you provide is treated as confidential unless NCHA is required to share the information as part of a contract, such as your tenancy agreement or by law.

Legally, sharing information is deemed a legitimate business interest if it is necessary for the delivery of services or projects, or we are legally obliged to share information with a statutory organisation. This is done under strict information sharing agreements/protocols regarding the confidentiality and security of all personal information. Where there is no contractual or legal requirement, data will only be shared with your consent.

### Marketing

We may wish to send you information about products and services of ours and other companies in our group which may be of interest to you. If you have consented to receive marketing, you may opt out at anytime by contacting us via the details below.

### Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

### Access to your information and correction

You have the right to view any information the organisation holds. 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:

By email: [data.protection@ncha.org.uk](mailto:data.protection@ncha.org.uk)

By phone: 0800 561 0074

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