

Privacy Notice: Pelham Homes leasehold

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 buy an NCHA shared ownership or leasehold 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 lease 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 your solicitor. This will be in the form of applications and any other forms that you complete to enquire about or purchase a property.

How will we use it?

We use the information you provide us to respond effectively to your enquiries, process your application to purchase a property and to manage your lease and/or service charge after you move in.

Who will we share it with?

We will share information with our solicitor if we have to take action due to arrears or when you sell your property. Legally if it is deemed a legitimate business interest or vital, it is possible some of your details could be shared with statutory services such as the Police. This would be in accordance with information sharing agreements/protocols regarding the confidentiality and security of all personal information

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 or 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

By phone: 0800 561 0074

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