

Privacy Notice: Sales team

NCHA Sales Team at 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 you make an enquiry and when you buy a property from us. We need the information to process your sale and, if you are buying a shared ownership property, for the management of your lease. 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 from information given to us when you enter into an agreement with us. Data may be provided to us from third parties such as Rightmove or Help to Buy Midlands. This will be in the form of applications and any other forms completed to enquire about or apply for a property.

How will we use it?

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

Who will we share it with?

We will share your data with the persons or organisations who are dealing with your property purchase, for example solicitors and your mortgage broker.

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 or statutory services e.g. local authority, energy provider etc.

Marketing

We would like 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:

Email: data.protection@ncha.org.uk

Phone: 0800 561 0074

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