

Privacy Notice: Nottingham Annuity Charity

The Nottingham Annuity Charity is a registered charity whose work is undertaken by Nottingham Community Housing Association staff. 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 for an annuity, such as your name, date of birth, income and also contact details. We need the information for the processing of your application. If you are granted an annuity we will collect your bank details so that we can pay your annuity to you. 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 personally. This will be in the form of applications and any other forms completed by you, to enquire about or apply for an annuity.

How will we use it?

We use the information you provide us to respond effectively to your enquiries, process your application and pay you an annuity if successful.

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 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.

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