

Privacy Notice: IHT leasehold

NCHA Intermediate Housing Team, 12-14 Pelham Road, Sherwood Rise, Nottingham, NG5 1AP

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 approval of your purchase and 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, through your solicitor or data may be provided to us the third party Help to Buy Midlands. This will be in the form of applications and any other forms completed by you 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 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 your data with your mortgage lender if your account is in arrears and we are considering taking legal action. We will also share information with our solicitor if we take action 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 Local Authority or 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, NG5 1AJ