

Privacy Policy

HOW WE USE YOUR INFORMATION

Hive Homes (Greater Manchester) LLP is the “Data Controller” of the personal data that you have provided to us, and we are required to keep your data safe and secure in line with the General Data Protection Regulations (GDPR).

The information we collect from you is required to carry out our role as a House Builder and there will be occasions when we need to share this information with other organisations in order to deliver a full range of services to you.

This privacy notice explains what information we collect and why, who we may share it with, how long we keep it, what your rights are in relation to it, and how you can contact us or the Information Commissioners Office (ICO) if you have any questions or complaints.

INFORMATION WE COLLECT & WHY

The majority of the information we collect is needed to help us meet our obligations as the Builder of your new Home (we have a “contract” with you in the form of your Contract of Sale. We need this information to be able to make sure we are able to provide a service to you and meet any individual needs you may have in terms of the way we communicate with you, etc. and we will keep this information for 6 years after the point of sale.

- Personal information: name, address, date of birth
- Contact details: home phone number, mobile phone number, email address
- Images: photographic identification
- Employment status
- Income information
- Bank account details

We will record further, factual information during the sale process so that we have a record of our contacts with you.

This will include:

- Records of visits, phone conversations, emails, letters, etc
- Audio recordings of your calls, visits to our show homes, and web chat records (kept for 6 months)
- CCTV images, event photographs or video recordings
- Complaints records
- Survey data

We realise that this sounds like a long list – but we do not collect any information that we do not actually need to be able to provide you with a good service!



KEEPING YOUR INFORMATION SAFE

All personal data is retained in a secure system and access is restricted to those with a justifiable purpose. All systems are restricted by passwords which are reviewed regularly.

YOUR RIGHTS

Under data protection law, you have a number of rights that you can exercise if you are unhappy with the way your data is being used, or wish to know more about the data we hold about you. Where you contact us about one of the following rights, we will action your request within 1 calendar month unless the request is complicated or large scale – in which case we may contact you to notify you if we require an additional month to comply with your request. There is no charge associated with any of these rights.

RIGHT	WHAT THIS RIGHT INVOLVES AND HOW TO EXERCISE IT
Right to withdraw consent	Where you have given consent for your data to be processed, you have the right to withdraw that consent at any time.
Right of access	You have the right to request a copy of all of your personal data that we process (as listed above). This request can be made in writing, by email, in person, over the phone or via the online form on our website. We will need to verify your identity before we process your request.
Right to rectification	You have the right to have any incorrect data that we hold about you corrected, or any incomplete data finalised.
Right to erasure	If you believe that the data we are processing is no longer necessary, or we no longer have a legal group for processing it, you can request that your data is permanently erased.
Right to restriction of processing	If you believe that the data we are processing is inaccurate, or that we are processing it unlawfully, you can request that we temporarily restrict the use of that data until we can establish whether it should be permanently rectified or erased.
Right to data portability	You can request that your personal data is provided, via a commonly used, machine-readable format, to another data controller.
Right to object	If you feel that we do not have a legitimate lawful basis for processing your personal data, you can object to the processing which may result in us no longer processing specific categories of data. You also have a specific right to object to your personal data being processed for the purposes of direct marketing if you do not wish to receive marketing communication from the data controller.
Rights in relation to automated decision making	If a decision is made about you based solely on automated processing, you have the right to request a "human" review of this decision.

If your personal data is being processed on our behalf by any third party companies, we will notify them if you exercise any of the rights above to ensure that they comply with your request.



HOW TO CONTACT HIVE HOMES

Hive Homes (Greater Manchester) LLP is the Data Controller who determines how your data is processed and can be contacted via their registered office at:

Address: 2a Derwent Avenue, Manchester, M21 7QP

Telephone: 0161 447 5000

The appointed Data Protection Officer can be contacted as above, or by email at: info@hive-homes.co.uk

YOUR RIGHT TO LODGE A COMPLAINT

If you are unhappy with the way that Hive Homes has processed your personal data, or you feel that we have breached the relevant legislation, you have the right to lodge a complaint with the Information Commissioners Office. The ICO can be contact via any of the following options:

Postal: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

Fax: 01625 524 510

Email: casework@ico.org.uk

Web Form: www.ico.org.uk

