



Privacy Policy

Homes for Wells ("We") are committed to protecting and respecting your privacy.

This policy explains how we will use any personal information that we hold about you. Please read the following carefully to understand our views and practices regarding your personal information and how we will treat it.

For the purpose of the Data Protection Act 1998 (the **Act**), the data controller is Homes for Wells. We are a registered society under the Co - operative and Community benefit Act 2014 (Industrial and Provident Society, registration number 30389R.)

INFORMATION WE MAY COLLECT FROM YOU

We may collect and use the following information about you:

- Information that you provide by filling in forms such as tenancy application forms.
- If you contact us to make a general enquiry, we may keep a record of that correspondence.
- Details about your tenancy including records of your tenancy agreement and payment of rent and any dealings that we may have with you in the course of your tenancy.
- Notes that we take to record details of face to face meetings or telephone conversations with you.

WHERE WE KEEP YOUR PERSONAL INFORMATION

The information that we collect from you will be stored in a locked cabinet on our offices at The Sackhouse, Jicklings Yard Wells Next the Sea Norfolk NR23 1AU, on a password protected computer, on portable storage devices and in paper form.

USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- To decide whether you are eligible to be granted a tenancy of one of our properties.
- To provide you with information concerning the services that we offer.
- To carry out our obligations arising from any contracts entered into between you and us, in particular under the terms of any tenancy agreement that we may grant you.
- To notify you about changes to our service.

Other than as set out below we will not share your information with any third party unless we obtain your express consent before doing so.

DISCLOSURE OF YOUR INFORMATION

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, to enforce our tenancy agreements or to protect the rights, property, or safety of Homes for Wells, our tenants, or others.

ACCESS TO INFORMATION

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to Homes for Wells, The Sackhouse, Jicklings Yard, Wells nxt the Sea Norfolk NR23 1AU. Email: office@homesforwells.co.uk