

# Privacy Notice – Rent to Buy and Shared Ownership

This section will detail what personal information we collect about you and use if you are a prospective tenant.

## What personal data will we collect?

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

**“Identity Data”** includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth, nationality and gender.

**“Contact Data”** includes correspondence address, email address and telephone numbers, and previous address data.

**“Language Data”** include information about your language needs

**“Financial Data”** includes bank account and payment card details.

**“Eviction Data”** details around any previous eviction.

**“Reference Data”** details received from a referee provided

**“Relationship Data”** details of relationship with other tenant

**“Armed Services Data”** details around any service in the armed forces

**“Benefits and Pensions Data”** details of any benefit and pension received

**“User Data”** Customer self-service log in and account details

## What special categories of personal data will we collect?

Sometimes we will ask for or obtain special categories of information (information relating to your health, genetic or biometric data, criminal convictions, sex life, sexual orientation, racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership) because it is relevant to the housing services we provide to you or information regarding criminal convictions for the purposes of preventing, detecting and investigating fraud. The types of special categories of personal data or information regarding criminal convictions that we may collect include;

- Health data, for example, medical conditions and whether any member of the household is pregnant
- Details of any disability or vulnerability
- Details of any previous harassment
- Details of criminal convictions and/or anti-social behaviour
- Details of ethnicity and immigration status

## What will we use your personal data for?

We will use the categories of personal data and sensitive personal data in order to consider you for our Rent to Buy and Shared Ownership Schemes, if your application is successful, in order to register you as a new owner or shared owner.

We have set out below, in a table format, a description of the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful basis depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
In order to register you as a new tenant	<p><b>Personal Data</b></p> <ul style="list-style-type: none"> <li>(a) Identity data</li> <li>(b) Contact data</li> <li>(c) Language data</li> <li>(d) Eviction data</li> <li>(e) Reference data</li> <li>(f) Financial data</li> <li>(g) Relationship data</li> <li>(h) Armed services data</li> </ul>	<p>Some personal data must be processed in order for us to take steps at the request of the you prior to entering into a contract and then when we have entered into a contract with you (i.e. a tenancy agreement)</p> <p>In other circumstances it is necessary for the legitimate interests of us in order to assess the suitability of the accommodation, provide you with appropriate accommodation and access and provide appropriate support.</p> <p>In certain circumstances we will process the personal data in order to comply with our legal and regulatory obligations (such as in relation to fraud and universal credit), and acting in the public interest</p>

	<p><b>Special Categories of Personal Data</b></p> <ul style="list-style-type: none"> <li>(i) Health data</li> <li>(j) Immigration status</li> <li>(k) Harassment data</li> <li>(l) Eviction data</li> <li>(m) Criminal conviction and anti-social behaviour data</li> <li>(n) Disability and vulnerability data</li> <li>(o) Details of ethnicity</li> </ul>	<p>We minimise our holding and use of sensitive categories of personal information but, given the services we provide, there are times when we use it to ensure that we understand your needs (for example when providing accommodation for disabled persons, or persons with risks relating to medical conditions, harassment or criminal activity) and in order to help you access care services.</p> <p>We will usually be processing this information to allow us to comply with our legal obligations, act in the substantial public interest in relation to the services we provide, to provide you with social care, or to deal with any legal action. There may be times where we need to ask you for your consent to use this type of personal information, in which case we will always notify you and make this clear.</p>
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To view the full version of the OVH Privacy Notice please visit the OVH website at <http://ovh.org.uk/privacy-policy/>



# Business Partner

This section will detail what personal information we collect about you and use if you are working at an organisation which we work with in order to provide our services.

## What personal data will we collect?

**"Identity Data"** includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth, nationality and gender.

**"Contact Data"** includes correspondence address, email address and telephone numbers, and previous address data.

We do not actively collect any special categories of your personal information.

## What will we use your personal data for?

We need to use your personal information for our legitimate interests such as in order to keep business and accounting records, manage our business operations, provide our services and to improve quality, training and security.

When using your personal information for these purposes, we will always consider your rights and interests in privacy and whether they outweigh our interests in using your personal information for these purposes.

To view the full version of the OVH Privacy Notice please visit the OVH website at <http://ovh.org.uk/privacy-policy/>



# Privacy Notice – Members of the Public

This section will detail what personal information One Vision Housing collect about you and use if you are a member of the public.

## What personal data will we collect?

Personal data, or personal information, means any information about a living individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

**“Identity Data”** includes first name, maiden name, last name, username (if you are a tenant) or similar identifier, marital status, title, date of birth and car registration numbers.

**“Contact Data”** includes correspondence address, email address and telephone numbers, and previous address data.

## What will we use your personal data for?

We will use your personal data to process complaints and insurance claims made to One Vision Housing

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