

DATA PROTECTION NOTICE

Who we are

In conformance with the General Data Protection Regulation, Hassocks Housing Society Limited known as Clevelands, acts as a Data Controller with respect to information collected about and provided by its residents.

Your information

In order to provide our services to you we need to collect and retain some of your personal information.

The types of information we hold about you include:

1. your contact details (name, address, email address and telephone number)
2. known medical conditions
3. national insurance number

How we use your data

We use your data in order to comply with our legal obligations and to communicate with you, provide you with the services we offer and protect your health and well-being.

We use data tracking mechanisms (such as cookies) on our website in order to help us analyse how the site is used, provide the website features and content tailored to individual users.

You can choose for us not to use these features for your access of the website but this may restrict the level of service we can offer through the site.

Data sharing

We use third party services to fulfil some of the services we provide and your data is therefore shared with these organisations.

Legitimacy

We use your information based on the agreement you have explicitly provided. If you wish to withdraw your consent for us to use your data, you can contact us

to request this. As a result of you withdrawing your consent we will not be able to provide our services to you.

We may use your information to comply with our legal obligations, and to provide interactions that you would reasonably expect, such as correspondence by telephone and email.

How long we keep your data for

In most cases we will destroy our copies of your data 3 months after terminating your contract.

We may need to keep your data for longer than this in order to comply with our legal obligations.

Your rights

If you wish to know what data we hold about you, you can contact us to request we provide these details.

You can ask us to delete the data we hold about you but this may prevent us from providing you with the services we offer.

Disputes

If you are not satisfied with the way we handle your data we urge you to contact us in the first instance.

If you feel we have been unable to address your concerns, you may contact your local office for data protection.