

### Processing of Personal Information of for Property Sales and Letting

Thank you for taking the time to read our privacy notice.

Methodist Homes (MHA) is a registered charity whose mission is to 'enable people to live later life well'. We recognise the trust you place in us when you share your personal information with us. We are committed to operating with openness, honesty and transparency. This privacy notice provides information about: the personal information that MHA collects about you in relation to Property Sales and Letting; how your personal information may be used; and your rights.

This Privacy Notice will be updated from time to time. The latest version, and our other privacy notices, can be found on MHA's web site ([www.mha.org.uk/PrivacyPolicy](http://www.mha.org.uk/PrivacyPolicy)). If you have provided preferences for receiving general information about MHA, including fundraising, this will be covered by the 'Supporters Privacy Notice' available at the same link.

Please note that we may use additional privacy notices to supplement this notice. We will always bring any additional privacy notice to your attention.

#### 1. Who we are and contact details

MHA is the Data Controller for the personal data we process. MHA is a registered charity in England and Wales (No. 1083995) and Scotland (No. SC040155) and a Company limited by guarantee (No. 4043124). Our registered Office is: MHA, Epworth House, Stuart Street, Derby, DE1 2EQ.

If you have any questions about this privacy notice, or wish to exercise your rights, please contact MHA's Data Protection Officer using the contact details below.

- Email: [DataProtectionOfficer@mha.org.uk](mailto:DataProtectionOfficer@mha.org.uk)
- Phone: 01332 221 893
- Post: Data Protection Officer, MHA, Epworth House, Stuart Street, Derby, DE1 2EQ

#### 2. Personal Information Collection

Personal information is information that can be used to identify you or is about you. Please contact us to provide an update if your personal information changes. MHA, or a company working on behalf of MHA, may request from you and process the following Personal Information (P) and Special Categories of Personal Information (S):

- Name
- Home address
- Phone numbers (home and mobile)
- Email address
- CCTV recordings

MHA processes Special Category data in accordance with its Appropriate Policy Document which can be found at [www.mha.org.uk/PrivacyPolicy](http://www.mha.org.uk/PrivacyPolicy).

### 3. Processing of Personal Information & Legal Basis

MHA will only process your Personal Information to:

- keep you updated about property offers
- help you through the rental or sale and purchase process

The Legal Basis for this processing is either:

- **Consent** - During the enquiry process you will have provided consent for MHA to keep you updated. You can withdraw this consent at any time.
- **Contract** – During the rental or sale process MHA will be entering into a contract.
- **Legal Obligation** – Once the rental or sale is complete MHA has a Legal Obligation to keep records.

### 4. Information Sharing

MHA uses carefully selected third party service providers (Data Processors), under contract, for the purposes of completing tasks and providing services to you on our behalf. They will only use your data as instructed by MHA.

MHA may share your Personal Information with another department within MHA if it is necessary to achieve the purpose for which the data was provided.

MHA will not sell or share your data with any other third parties without your consent.

### 5. Transfers to other countries

MHA will not transfer your information outside of the UK or the European Economic Area.

### 6. Securing your information

MHA takes our duty to protect your personal information and confidentiality seriously.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. Access to your personal information is only allowed on a need to know basis. Those with access will only process your personal information as instructed and are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal information breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

When your personal information is shared externally it is done so securely:

- **Email:** When information is shared via email it encrypted in transit. Methods include: 1) as a password protected file, 2) using Egress or similar secure email solution, and 3) to recipients accredited by NHS Digital as secure according to their Secure Email Standard (DCB1596) to which MHA is accredited.
- **Post:** Using a sign for mail service, e.g. the Royal Mail “Sign For” service or other courier service requiring a signature on delivery.

## 7. Retention of Personal Information

MHA will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal requirements. At the end of the retention period your information will either be securely and confidentially destroyed or anonymized. Anonymization is the process of removing personal information from the data so that it is not possible to identify individuals from the data.

Record	Retention Time
Sales and Letting enquiries	5 years
Financial information related to rent	7 years
Resident assessments	6 years after leaving
Purchases and Sales (including 'Buy Back')	6 years after completion
Tenancy agreement and communications relating to the agreement	6 years after leaving

If you request to receive no further information from us your data will be stored on a suppression list to ensure that we do not contact you in future.

## 8. Your Rights in relation to your Personal Information

Under the Data Protection legislation you have the following rights:

- **the right to be informed** – covered by this Privacy Notice;
- **the right of access** – you have the right to make a Subject Access Request asking for information about, or copies of, the information we hold and the way it is used;
- **the right to rectification** – as soon as you become aware that some information is incorrect let your line manager know or inform the Data Protection Officer;
- **the right to erasure** – request the deletion or removal of personal information where there is no compelling reason for its continued processing;
- **the right to restrict processing** – you can request the we stop any processing if the information we are processing is incorrect;
- **the right to data portability** – you can request the personal information provided by yourself, be exported in to a universal format so it can be imported into another system;
- **the right to object** – to processing relating to marketing and profiling;
- **the right not to be subject to automated decision-making** including profiling.

To exercise any of these rights please contact the person to whom you provided your personal data or MHA's Data Protection Officer (contact details in section 1).

If you are unhappy with the way that MHA has processed your personal data you can raise a complaint with the Information Commissioner's Office (<http://ico.org.uk>). We would appreciate it if you could please let us know if you contact the ICO. If you feel able to contact us before you contact the ICO, we will take your concerns seriously and we promise to work with you to resolve any issues that you have (noting that we will tell you if you should refer the issue to the ICO and that we may also need to tell the ICO).