

## MHA Privacy Notice

### Related to Processing of Personal Information for **Property Sales**

Your privacy is important to Methodist Homes (MHA). This privacy notice provides information about: the personal information that MHA collects about you in relation to property sales; the ways in which your personal information may be used; and your rights. By providing us with your personal information you will be agreeing to your information being used in the ways described in this notice.

#### 1. Personal Information Collection

Personal information is information that can be used to identify you or is about you. MHA may request from you and process the following Personal Information:

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

MHA may also process:

- CCTV recordings

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

MHA will only process your Personal Information to:

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

Once a sale is agreed MHA has a statutory requirement to keep records of the sale and leasehold.

During the enquiry process you will have provided consent for MHA to keep you updated. You can withdraw this consent at any time.

#### 3. Information Sharing

MHA will not share the Personal Information provided for the Agreement:

- With any other department within MHA, unless this is required for the sale of a property.
- With any external parties without your consent.

#### 4. Transfers to other countries

MHA will transfer you name and payroll number to the USA to process your training records. The service in the USA is protected by Privacy Shield.

MHA will not transfer other personal data outside of the European Economic Area.

## 5. Securing your information

MHA will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

MHA uses computer systems and physical security to ensure that access to your personal information is only allowed on a need to know basis.

## 6. Retention of Personal Information

| Your Personal Information required will be retained as follows: |                          |
|---|--------------------------|
| Record  | Retention Time           |
| Sales enquiries   | 5 years                  |
| Resident assessments  | 6 years after leaving    |
| Purchases and communications relating to the purchase           | 6 years after completion |
| “Buy back” and communications relating to the “buy back”        | 6 years after completion |
| Tenancy agreement and communications relating to the agreement  | 6 years after leaving    |

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

- a. the right to be informed – covered by this Privacy Notice;
- b. 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;
- c. the right to rectification – as soon as you become aware that some information is incorrect inform the Data Protection Officer for it to be corrected;
- d. the right to erasure – request the deletion or removal of personal information where there is no compelling reason for its continued processing;
- e. the right to restrict processing – you can request the we stop any processing if the information we are processing is incorrect;
- f. 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;
- g. the right to object – to processing relating to marketing and profiling;
- h. the right not to be subject to automated decision-making including profiling; and
- i. the right to lodge a complaint with the Information Commissioner’s Office (<http://ico.org.uk>).

## 8. Contact

The Data Protection Officer can be contacted via

- Email [DataProtectionOfficer@mha.org.uk](mailto:DataProtectionOfficer@mha.org.uk)
- Phone 01332 221893
- Post Data Protection Officer  
Methodist Homes  
Epworth House  
Stuart Street  
Derby, DE1 2EQ

This Privacy Notice will be updated from time to time. The latest version can be found on MHA’s intranet or MHA’s web site ([www.mha.org.uk/PrivacyPolicy](http://www.mha.org.uk/PrivacyPolicy))