

Community Supportive Housing

Privacy Policy

How we collect, use, and protect your personal information

Effective Date: 6 May 2025

communitysupportivehousing.co.uk

1. Introduction

Community Supportive Housing ('we', 'us', 'our') is committed to protecting the privacy and personal information of everyone who uses our website, enquires about our services, or becomes a resident. This Privacy Policy explains what personal data we collect, why we collect it, how we use it, and your rights under UK data protection law.

We are registered in England and Wales. Our registered address is Birmingham, United Kingdom. We act as the Data Controller under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

By using our website or contacting us, you acknowledge that you have read and understood this Privacy Policy.

2. What Personal Data We Collect

2.1 Information You Provide Directly

- Full name and contact details (address, phone number, email address)
- Date of birth and national insurance number (where required for housing benefit or Universal Credit verification)
- Details of your housing situation, support needs, and personal circumstances
- Financial information, including benefit entitlements and bank details (where required for rent processing)
- Any other information you choose to share when completing an enquiry form, emailing us, or calling us

2.2 Information We Collect Automatically

- IP address and browser type when you visit our website
- Pages visited, time spent on site, and referring website (via cookies and analytics tools)
- Device type and operating system

2.3 Information from Third Parties

- Referrals from local authorities, social workers, charities, or healthcare professionals
- Publicly available information where relevant (e.g. electoral roll)

3. How We Use Your Personal Data

We use your personal data only for legitimate purposes. These include:

- Processing your housing application and assessing your eligibility for our properties
- Managing your tenancy, including rent collection and maintenance coordination
- Communicating with you about your application or tenancy
- Complying with our legal obligations, including housing legislation, safeguarding duties, and HMRC requirements
- Preventing fraud and verifying identity
- Improving our website and services using anonymised analytics data
- Sending service-related communications (we will not send you marketing emails without your explicit consent)

4. Legal Basis for Processing

Under UK GDPR, we process your personal data on the following legal bases:

- Contract: processing necessary to enter into or perform a tenancy agreement
- Legal obligation: processing required to comply with housing law, safeguarding regulations, or tax obligations
- Legitimate interests: improving our services, preventing fraud, and ensuring property safety
- Consent: where you have explicitly opted in, such as for newsletter sign-ups or optional surveys

Where we rely on consent, you have the right to withdraw it at any time by contacting us (see Section 10).

5. Special Category Data

Some information you share with us — such as health conditions, disability status, or details relating to your mental health — is classified as 'special category' data under UK GDPR. We handle this data with the highest level of care and only process it where:

- You have given explicit consent
- It is necessary for carrying out obligations under employment, social security, or social protection law
- It is necessary for reasons of vital interest (e.g. safeguarding)

6. Who We Share Your Data With

We do not sell your personal data. We may share it with trusted third parties only as necessary:

- Local councils and housing benefit departments (to process benefit claims)
- Maintenance contractors and property inspection services (limited to what they need to complete a job)
- Our legal and financial advisers, where required
- Regulatory authorities, where we have a legal obligation to disclose

All third parties are required to process your data in accordance with UK GDPR and to maintain appropriate security measures.

7. Retention of Data

We retain your personal data only for as long as necessary to fulfil the purpose for which it was collected, or as required by law. In general:

- Enquiry data (no tenancy commenced): 12 months from last contact
- Tenancy records: 7 years from the end of the tenancy (for legal and tax compliance)
- Financial records: 7 years (as required by HMRC)
- Website analytics data: up to 26 months (anonymised)

After the applicable retention period, data is securely deleted or anonymised.

8. Cookies

Our website uses cookies to improve your experience and help us understand how the site is used. Cookies are small text files stored on your device. We use:

- Essential cookies: required for the website to function (no consent required)
- Analytics cookies: help us understand usage patterns (consent required)
- Marketing cookies: used if we run paid advertising campaigns (consent required)

You can manage or withdraw your cookie consent at any time using the cookie banner on our website, or by adjusting your browser settings. Please note that disabling cookies may affect the functionality of the site.

9. Data Security

We take appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, or misuse. These include:

- Secure HTTPS encryption for data in transit
- Access controls and password-protected systems
- Regular review of our security practices

Despite our best efforts, no data transmission over the internet can be guaranteed as completely secure. If you believe your data has been compromised, please contact us immediately.

10. Your Rights

Under UK GDPR, you have the following rights in relation to your personal data:

- Right of access: request a copy of the personal data we hold about you
- Right to rectification: ask us to correct inaccurate or incomplete data
- Right to erasure: ask us to delete your data in certain circumstances
- Right to restrict processing: ask us to limit how we use your data
- Right to data portability: receive your data in a machine-readable format
- Right to object: object to processing based on legitimate interests or for direct marketing
- Rights related to automated decision-making: we do not make automated decisions that significantly affect you

To exercise any of these rights, please contact us using the details in Section 12. We will respond within 30 days. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at ico.org.uk.

11. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The 'Effective Date' at the top of this document will be updated accordingly. We encourage you to review this policy periodically.

12. Contact Us

If you have any questions, concerns, or requests relating to this Privacy Policy or the way we handle your personal data, please contact us:

- Organisation: Community Supportive Housing
- Address: Birmingham, United Kingdom
- Website: communitysupportivehousing.co.uk
- Email: info@communitysupportivehousing.co.uk