



Customer's Authorised Contact

Privacy Notice

Yarlington is committed to protecting your privacy and takes its responsibilities regarding the security of your information very seriously. This Privacy Notice sets out how we will use and protect all information relevant to you, which we collect from you or from our customers who may have asked that you be designated as the person with whom we should communicate for particular matters relevant to their tenancy and/or independent living services (either under a Lasting Power of Attorney, or a signed Authority to Disclose form).

Throughout the rest of this Notice we will refer to you as 'Authorised Contact'

We process Authorised Contact data in accordance with relevant data protection and privacy laws (notably General Data Protection Regulation, or 'GDPR' and the Data Protection Act 2018) for two reasons (called 'lawful grounds'): firstly that you have provided us with your consent to do so; and secondly, in emergencies (eg. where emergency services are involved) because it is in the vital interests of our Customer.

Who we are

When we say 'we' or 'us' in this policy, we're generally referring to Yarlington Housing Group (Yarlington) itself and our subsidiary companies such as Yarlington Homes Limited, Yarlington Property Management and Inspired to Achieve. Under GDPR Yarlington is the Data Controller of the personal information it holds about the Authorised Contacts of its customers.

What sorts of information do we collect and hold about you

Yarlington collects and processes only the following information about our customers' Authorised Contact:

- Name,
- Contact address
- Telephone number
- Email address
- Records of your interactions with our staff relevant to our Customer, their tenancy with us and any independent living services we provide or procure for the Customer
- Responses to surveys that you may complete

How do we use your information?

We process Authorised Contact information to enable us to provide social and affordable housing accommodation and independent living services to our customers, and to respond effectively to our customer's needs in the course of their tenancy with us, or for the duration of the service contract we have with them for the delivery of independent living services.

Who we might share your information with

Where it is necessary to share information about Authorised Contact we will always comply with all aspects of Data Protection legislation. Set out below are examples of when sharing may occur.

Some of your information will be shared internally, with those parts of our organisation that are involved in supporting our services to the customer.

Occasionally we may need to share your information with other organisations, who are engaged in providing services to the customer or in an emergency when the customer's health or wellbeing is at serious risk.

Other than the situations described above we will only share your information when we are legally obliged to do so.

How long do we keep your information for?

We will always retain your information in accordance with data protection legislation and never retain your information for longer than is necessary. In general we will keep your information for as long as you remain the Authorised Contact for our customer. Once the customer's tenancy comes to an end, their tenancy record will be retained for a further 2 years and Authorised Contact information remains on that record for the same period, in case we need to contact you about anything concerning the customer.

Recordings of standard telephone conversations with you may be held for up to four weeks after the call is made. These recordings help us to resolve complaints and generally to improve service quality standards. Recordings of conversations that are deemed abusive or threatening will be kept until all relevant investigation actions are complete.

Information security

Yarlington takes the security of your data seriously. It has internal policies, controls (electronic, physical and managerial) and procedures in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed unlawfully to others, and is only accessed by our employees in the proper performance of their duties. These security measures include:

- Limiting access to our building to those we believe are entitled to be there (by the use of key card passes and ID Badges)
- Implementing access controls to our technology and devices, such as firewalls, ID verification, and encryption.

- Never asking for any passwords you might use to access the My Yarlington Customer Portal on behalf of the Customer you help.
- Maintaining Cyber Essentials Certification.

If the Customer you assist as Authorised Contact is registered with My Yarlington, they are the owner of the username and password for that system. If you assist them in using My Yarlington you must not share their user name and password with anybody else.

International Transfers

It may sometimes be necessary to transfer personal information overseas for the purposes set out in this notice. Where this is necessary this may be to countries or territories around the world other than the EU. If we do this your personal information will continue to be subject to appropriate safeguards as set out in Data Protection Legislation.

Your rights

Access and correction of your personal information

You have the right to a copy of the personal information that we hold about you. This is often called a subject access request (SAR). There are limits to this right such as where the disclosure of the information would unreasonably impact the data protection rights of a third party.

Before providing personal information to you or another person on your behalf, we may ask for proof of identity and sufficient information about your interactions with us so that we can locate your personal information. There is a SAR form (LINK) available to use should you wish to make a request. This can be submitted via My Yarlington (the customer portal) or emailed to GDPR@yhq.co.uk, other methods of contact can also be used as detailed in the 'Contact Us' section.

Right to stop or limit our processing of your data

You have the rights, in certain circumstances, to limit or object to our use of your personal information. Also you have the right to ask us to delete your personal information if there is no longer a lawful reason for us to use it.

Right to data portability

You have the right to receive and reuse your personal information, which you have provided to us, for your own purposes across different services. This applies where the processing is based on your consent or for the performance of a contract and when processing is carried out by automated means.

Consent

As mentioned above in most circumstances your consent is the legal basis for us using your information.

Consent must be freely given by you and for a specific purpose; we will always clearly explain why we need the information we have asked you for or have obtained from our

customer. We never assume your consent, or use pre-ticked boxes to communicate consent.

You have the right to change your mind at any time and withdraw your consent. The consequence might be that we can no longer do certain things for you or our customer. Consent can be withdrawn using the customer portal – My Yarlinton, by emailing GDPR@yhq.co.uk, or by writing to us at the address given below.

Contact us

If you would like to exercise any of these rights or have a question about this policy or the way your personal information is used please contact Yarlinton's Data Protection Officer by one of the following means:

By email at GDPR@yhq.co.uk.

Online: through logging in to the customer portal – My Yarlinton

By Phone: Customer Experience Service Centre (Yarlinton) – 01935 404500

By Post: Data Protection Officer, Business Assurance, Yarlinton Housing Group, Lupin Way, Yeovil, Somerset BA21 8WN.

Lodge a Complaint with the Supervisory Authority

You have the right to lodge a complaint to the Information Commissioner's Office (UK's Supervisory Authority) go to www.ico.org.uk or ring 0303 123 1113 to find out more.