



Fair Processing

How we use your personal information
– a summary for our customers

Fair processing

Who we are

Longhurst Group ('the Group') is a charitable housing association registered as a community benefit society (Reg. No. 8009) and registered with the Regulator of Social Housing (No. L4277), with an operating subsidiary company (Keystone Developments).

Our Fair Processing Notice covers the Group and its subsidiary.

The notice sets out how we collect, use and share your personal information.

You can read our full Fair Processing Notice by visiting:

[📍 longhurst-group.org.uk/fairprocessing](https://longhurst-group.org.uk/fairprocessing)

You can also contact us to request a paper copy. Our contact details are on the back page of this leaflet.

[i](#) For more information, please see Sections 1 and 2 of our Fair Processing Notice.



Your rights

You have the right to object to how we process your personal information. You have the right to access your information and to have it corrected if it is inaccurate.

You can sometimes ask us to delete information, as well as ask us to restrict the personal information we use. If you have any reason to be concerned about how we are using your information, you can make a complaint to us or to the data protection regulator.

In the UK this is the Information Commissioner.

i Section 3 of our Fair Processing Notice gives you more information about your privacy rights.

How we collect your personal information

Most of the information we hold about you is provided from you directly. We may also obtain information from third parties, such as references from previous landlords, or information provided from health professionals.

We may also collect personal information by recording telephone calls, and from CCTV, or where staff are placed at risk, conversations recorded by personal safety devices. We may also obtain information in some circumstances from the police, social services or the probation service.

i See Sections 4 and 5 of our Fair Processing Notice



How we use your personal information

We use your personal information so that you can access the range of housing, care, support and training services we offer, and so we can continue to provide these services whilst you are a customer with us.

We also use your information so we can comply with the law, and to enforce our legal rights, such as debt recovery, or repossession of a home. We will only collect, use, share your information where we have a basis in law to do so.

i See sections 6, 7 and 8 of our Fair Processing Notice.

Sharing and transferring personal information

We share your personal information with our suppliers and partners in order to be able to deliver the range of housing options, and our management, care, support and training services.

We also have some special arrangements for sharing personal information. This includes sharing your rent payment information with Experian. This is done to help tenants in general needs and sheltered housing to improve their credit score. You can choose to opt out of this arrangement at any time if you do not wish your information to be shared with Experian.

We sometimes also have to share information to fulfill our legal obligations for things like the prevention and detection of fraud, and to prevent and detect crime.

Sharing and transferring personal information (continued)

Where appropriate and recognised safeguards are in place we may also transfer limited amounts of personal data outside the European Economic Area.

i See Sections 9 and 10 of our Fair Processing Notice.

Keeping your personal information

We will not keep your information for longer than is necessary.

i See Section 11 and Appendix 3 of our Fair Processing Notice.

Your consent

Sometimes we need your consent to use your personal information (for example, in order to conduct some forms of marketing).

Consent is not always needed. For example, where your information is processed because you have entered into a contract or agreement with us, such as a tenancy or support agreement, or where it is necessary to meet our legal or regulatory obligations.

Where you have given us your consent to use your information, you have the right to change your mind and withdraw your consent at any time.

Getting in touch

If you need to speak to us about any data protection matters, please contact our Data Protection Officer:

 **data.protection@longhurst-group.org.uk**
 **Group Data Protection Officer, Longhurst Group, Leverett House, Endeavour Park Boston Lincs PE21 7TQ**

Alternatively, you can find more information by visiting the Information Commissioner's website:

 **ico.org.uk**

You can contact the Information Commissioner by e-mail, through their website, or in writing at:

 **Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF**

 **0303 123 1113 (local rate)**