

# Abri's Authorised Contact Privacy Notice

V.2.1 24/11/23

NEXT REVIEW DATE: 24/11/24

**Abri** 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 nominated as the person we should communicate with, for particular matters relevant to their tenancy and/or independent or supported living services (either under a Lasting Power of Attorney, a Court Appointed Deputyship or a signed Authority to Disclose form).

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

We process Authorised Contact information in accordance with relevant data protection and privacy laws (notably the UK General Data Protection Regulation, or 'UK GDPR' and the Data Protection Act 2018 - which we refer to as data protection law) 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', 'us' or Abri in this policy, we're generally referring to the Abri Group and those housing providers that make up the Abri Group including Abri Group Limited and the Swaythling Housing Society. For the time being Silva (which is now an Abri subsidiary) has its own privacy notice, available through the website. Under UK GDPR Abri 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

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

- Name,
- Contact address
- Telephone number
- Email address

- Records of your contact with our colleagues relevant to our customer, their tenancy with us and any independent living services we provide or arrange 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 and supported 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 any service contract we have with them.

### **Who we might share your information with**

Where it is necessary to share information about an Authorised Contact we will always comply with data protection law. 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 involved in providing services to the customer or in an emergency when the customer's health or wellbeing is at serious risk. Examples are given below of when this may occur:

- Contractors (who carry out repairs, safety work, maintenance, emergency response services and installations)
- Specialist IT service providers that help us to safely store, process and back-up our data.
- Out of hours emergency customer contact services
- Local authorities (including homelessness units, social services, occupational therapists and council tax depts)
- Organisations providing specialist tenancy support services eg Housing First.
- Police and law enforcement agencies
- Emergency services
- Designated Tenant Panel for review and resolution of formal complaints (**always with your consent**)
- Home service and care providers
- Utilities companies
- Insurance companies
- The Housing Ombudsman

In some cases these third parties are simply carrying out work on our behalf and to do this they need certain personal information of customers or their Authorised Contacts. In such cases we appoint them to do this under contracts that contain data processing clauses which safeguard the data rights of our customers and their Authorised Contacts.

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

### **Lawful Grounds**

We collect and use your information for reasons that are recognised as lawful and reasonably necessary. Our lawful basis for doing so is:

1. in respect of Authorised Contacts who communicate with us under an Authority to Disclose form, the consent you provided to our use of your data at the time you agreed to be the customer's Authorised Contact;
2. in respect of Authorised Contacts who communicate with us under a Power of Attorney or a Court Appointed Deputyship, our performance of a legal obligation, namely the Mental Capacity Act 2005.

### **How long do we keep your information for?**

We will always keep your information in accordance with data protection law and never 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 6 years and Authorised Contact information remains on that record for the same period, in case we need to demonstrate the validity of any contact we had with you regarding our customer over the period in which you acted as their Authorised Contact.

Recordings of standard telephone conversations with you may be held for up to six 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.

### **Back-Ups**

All our data is backed up regularly as part of our measures to ensure compliance with your right to have your data kept secure and protected against any threat to its integrity. Data held in our back-ups may exceed the retention period set for the same data when it is part of our live systems. This is because our back-ups are kept for 7 years, no matter what the particular retention period applicable to individual records held within them. However, acting in accordance with ICO advice, we believe that these comply with our legal obligations towards our customers because:

- while held as back-up this data is deemed 'beyond use'; and
- if the back-up files are ever restored to live systems (eg. in the case of a cyber incident affecting the integrity of our live records) we will undertake sanitization of the restored data to delete from it any data which is either beyond its retention period, or should be deleted because it formed part of a

customer record that was erased under the customer's right of erasure (see below).

### **Information security**

Abri 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 colleagues in the proper performance of their duties. These security measures include:

- Limiting access to our building to those people we believe are entitled to be there (by the use of key card passes and ID Badges)
- Applying 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 Abri Customer Portal on behalf of the customer you help.

If the customer you help as Authorised Contact is registered with My Abri, they are the owner of the username and password for that system. If you assist them in using My Abri you must not share their user name and password with anybody else. You should also encourage them to keep their user name and password as secure as possible.

### **International Transfers**

It may sometimes be necessary to transfer personal information overseas for the purposes set out in this notice. Where this is necessary, we will always ensure that it is to a country that has the same level of data protection standards as the UK, or to an organisation that is able and has agreed to apply those same levels of standard. If we do this your personal information will continue to be subject to appropriate safeguards as set out in data protection law.

### **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 another person. We have 30 days to provide you with the information requested but will always try to do so as soon as we can.

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. You can contact us to ask for

your information at any time using the contact details the 'Contact Us' section below.

***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 erasure of your personal information***

You have the right to ask us to erase your personal information if:

- there is no longer a lawful reason for us to use it (including when you have withdrawn consent);
- our original purpose in processing that data no longer exists, and no other purpose has replaced it;
- you have objected to our processing of the information and there is no overriding legitimate interest for us to continue the processing; or
- the personal information has to be erased in order to comply with a legal obligation

We can refuse to erase your personal information in certain circumstances, including, when:

- we have an overriding legitimate interest in continuing to process it;
- we have to comply with a legal obligation that requires us to continue processing that information;
- we need to do so as part of a task we are carrying out in the public interest; or
- we need the information as part of a legal claim that we are bringing or defending

If we proceed with an erasure request, having considered the factors set out above, we will delete the data from our live-systems and from any hard-copy filing systems we use without delay. If we have appointed data processors to handle any of your data that needs to be deleted, we will contact them and ensure that they too delete the affected data. In respect of data held on our back-ups, please see the section above.

### ***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 for many Authorised Contacts your consent is the legal basis for us using your information.

Consent, where applicable, 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 or, by emailing [abridataprotection@abri.co.uk](mailto:abridataprotection@abri.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 Abri's Data Protection Officer by one of the following means:

**By emailing:** [abridataprotection@abri.co.uk](mailto:abridataprotection@abri.co.uk)

**Online:** through logging on to the customer portal

**By Phone:** via our **Customer Experience Service Centre:**

- for customers in Somerset, Dorset and Devon: 01935 404 500

- for customers in all other locations: 0300 123 1567

**By Post:** Data Protection Officer, Abri Group Ltd., Lupin Way, Yeovil, Somerset BA21 8WN.

#### ***Lodge a Complaint via our Complaints team***

You can lodge a complaint about the handling of your personal data at any time by calling our Customer Service Centre on the phone numbers given above; or by emailing [dataprotection@abri.co.uk](mailto:dataprotection@abri.co.uk).

#### ***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](http://www.ico.org.uk) or ring 0303 123 1113 to find out more.

