

GDPR Fair Processing Notice for Contractors and Suppliers How we use your personal information

In order to operate and provide key services, we must process personal data about you, and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

Who we are

Chislehurst and Sidcup Housing Association (the Association) is a Registered Provider and is regulated by the Regulator of Social Housing. We provide social housing and support to individuals. The Association takes the issue of security and data protection very seriously and strictly adheres to guidelines published in the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018; together with any domestic laws subsequently enacted. The Association is the controller of information and decides the manner and purpose of how personal information is processed. The appointed Data Protection Officer for the Association is the Chief Executive who can be contacted at csinfo@csha.org.uk, alternatively by calling 020 8467 9146.

Why we collect personal information

The law states that we can use your personal information only if we have a proper reason to do so. This includes sharing it outside the Association. The reasons why the Association may process your personal information are:

- To fulfil a contract we have with you, such as a Tenancy Agreement
- When it is in our legitimate interest
- When it is our legal duty
- When you consent to it
- When there is a vital interest

Information about you – what we collect and how it is collected

Personal information that we may collect includes:

- Name (which may also be your trading name)
- Address (which may also be a personal home address)
- Email address (which may also be a personal e-mail address)
- Bank details
- Landline and mobile numbers (which may also be personal numbers)

We collect information from different sources including:

- Directly from you whether verbally, during face-to-face meetings, over the phone, or in writing using our internal forms, or
- Your bank
- Other businesses with whom you trade or provide services to.



We will use your information to:

- Assess your suitability to provide services that enable us to perform our obligations and duties towards our tenants
- Seek references from other businesses relating to your suitability to provide services on our behalf
- Provide you with sufficient information so that you can deliver your services in response to our requests
- Pay you for the services you provide
- Contact you regarding the performance of your service
- Send you details of any changes to our operation that may affect you

We may receive personal information about you from third party organisations such as:

- References
- Performance and ratings from other clients

We will not share, sell or distribute any personal information you provide to us without your consent unless required to do so by law.

Security of information

When you give us your personal information we take steps to make sure it is kept secure and safe. Therefore:

- Paper records containing personal information are kept in locked filing cabinets
- Computers are password protected and locked when staff are not at their work stations
- Paper records are reviewed in accordance with the Association's Annual Data Cleansing and Retention Process and any that are no longer needed are shredded or disposed of as confidential waste.

How long we will keep your information

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), as set out in any relevant contract we have with you.

Retention periods are set out in our Annual Data Cleansing and Retention Process which is available on request from the Business Support Manager at Head Office, or by telephoning 020 8467 9146.

Declining to provide your information

Contractors and suppliers should be aware that declining to provide the Association with information may mean that we are unable to fulfil our requirements for entering into a contract; or performing a contract that we have entered into.



Your rights

You have the right to:

- Restrict the processing of your personal information
- Ask for about the information relating to you which we hold
- Ask us to amend any information about you which is inaccurate
- Ask us to delete your personal data in certain circumstances
- Object to receiving marketing communications from us

If you would like to exercise any of your rights or for further information please see the Association's Privacy Policy; alternatively you can contact us on 020 8467 9146.

You also have the right to complain to the Information Commissioner's Office (ICO) in relation to our use of your information. The ICO's contact details are:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

Fax: 01625 524 510