



**REGEN FACADES LIMITED**

**PRIVACY NOTICE**

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## CONTACT DETAILS

Postal Address: Park Mill | Burydell Lane | Park Street | St Albans | Hertfordshire | AL2 2EZ, GB

Telephone: 01727 744550

Email: [data.protection@regenfacades.co.uk](mailto:data.protection@regenfacades.co.uk)

## **WHAT INFORMATION WE COLLECT, USE, AND WHY**

We collect or use the following information to **provide services and goods, including delivery:**

- Names and contact details
- Addresses
- Health information (including dietary requirements, allergies and health conditions)
- Photographs or video recordings
- Records of meetings and decisions
- Information relating to compliments or complaints
- Health Information

We collect or use the following information for **service updates or marketing purposes:**

- Names and contact details
- Addresses

We collect or use the following information for **research or archiving purposes:**

- Names and contact details
- Addresses
- Recorded images, such as photos or videos
- Records of consent, where appropriate
- Health Information

We collect or use the following information to **comply with legal requirements:**

- Name
- Contact information
- Health Information

We collect or use the following personal information for **dealing with queries, complaints or claims:**

- Names and contact details
- Address
- Payment details
- Video recordings of public areas
- Video recordings of private or staff only areas
- Witness statements and contact details
- Relevant information from previous investigations
- Information relating to health and safety
- Correspondence
- Health Information

We collect or use the following information to **arrange access for contracted works:**

- Names and contact details
- Health Information

## LAWFUL BASES AND DATA PROTECTION RIGHTS

Under UK data protection law, we must have a lawful basis for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete..
- **Your right to erasure** - You have the right to ask us to delete your personal information.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information..
- **Your right to object to processing** - You have the right to object to the processing of your personal data.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - Personal information is used to allow Regen Facades to arrange suitable appointments for contracted works, to share regular communications and updates about our progress, and to liaise with residents as needed for queries, claims and complaints.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - Personal information is used to allow Regen Facades to share regular communications and updates about our progress.

Our lawful bases for collecting or using personal information for **research or archiving purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - Personal information is archived to ensure responsibilities under the contract are met (such as resident aftercare services).

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - Personal information is used to allow Regen Facades to liaise with residents as needed to resolve queries, complaints or claims.

Our lawful bases for collecting or using personal information for **To arrange access for contracted works** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - Personal information is used to allow Regen Facades to arrange suitable appointments for the contracted works.



## WHERE WE GET PERSONAL INFORMATION FROM

- Directly from you.
- Publicly available sources.
- Providers of marketing lists and other personal information.
- Third Parties such as Property Managers and Housing Associations who provide resident contact directories to support contracted works.

## **HOW LONG WE KEEP INFORMATION**

Personal Information is stored for the duration of the contracted works plus two years (to help facilitate the contracted aftercare period).

Once the programme of remediation works and the two year aftercare period is complete, the information will be securely deleted.

## WHO WE SHARE INFORMATION WITH

Data processors:

### **Resident Liaison Service Provider**

This data processor does the following activities for us: Provision of a Resident Liaison Service to support and facilitate contracted works.

Others we share personal information with:

- Organisations we need to share information with for safeguarding reasons.
- Professional or legal advisors.
- Relevant regulatory authorities.
- External auditors or inspectors.
- Organisations we're legally obliged to share personal information with.
- Emergency services.
- Suppliers and service providers.

## HOW TO COMPLAIN

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>