

GDPR- Convent Co-operative Ltd PRIVACY NOTICE

Changes to the UK's Data Protection Laws implemented on the 25th of May 2018 are known as General Data Protection Regulation (GDPR).

The Convent Co-operative Ltd are subject to GDPR and the Data Protection Act 2018. In accordance with the legislation, we are registered with the Information Commissioners Office and follow their guidance to keep your data safe.

Why we collect your data

At the Convent Co-operative Ltd, we want to be able to provide you with the most efficient service we can. The data we hold about you is in your best interest as it helps us resolve repair issues, alert you to any problems concerning your property, and contact you about any community events coming up in the area you live in.

How we collect your data

We do this in a variety of ways – by recording details you give us over the phone, making a note of your email address when you contact us, or else when you send us a letter. We also collect data through community engagement and resident surveys. We treat your data with the utmost care and take appropriate steps to protect it.

When do we share your data?

We will never pass your information to any marketing or promotional companies. Where necessary, we will share contact details (Name, address and telephone number or email address) with our sub-contractors/suppliers so they can contact you to arrange for repairs to be carried out.

Please note that all Tenant Management Organisations (TMOs) are under legal obligations to share information with the police, local authorities, and solicitors.

Where and for how long do we store data?

Any personal data held by the Convent Co-operative Ltd is stored securely and only for as long as is required.

Know your rights

You have many rights regarding your personal data, including seeing what data we access, and updating your information. If you want to know more about how your data is used, please contact us at convent25@aol.com, see us in person, or find out more via our website.
