

Chapelton Community Interest Company

GDPR Fair Processing Notice

(How we use your personal information)

This notice explains what information we collect, when we collect it, and how we use this. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you / and your family 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 are we?

Chapelton Community Interest Company (CCIC), Kinnaird Castle, Kinnaird Park, Brechin, Angus, DD9 6TZ (“we”) take the issue of security and data protection very seriously and strictly adhere to guidelines published in the [Data Protection Act of 1998] and the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25 May 2018, together with any domestic laws subsequently enacted.

We are notified as a data controller with the Information Commissioner's Office (ICO) under registration number **A8469323** and we are the data controller of any personal data that you / third party provide to us.

Any questions relating to this notice and our privacy practices should be sent to us at the above address or by email to CCIC_admin@chapeltonlife.co.uk

How we collect information from you and what information we collect

We collect information about you / family;

- when you become a resident at Chapelton, you enter in to a Chapelton Community Interest Company Understanding Agreement with ourselves howsoever arising or otherwise provide us with your personal details;
- from your arrangements to make payment to CCIC relating to your Understanding Agreement Annual Subscription (such as bank details)

We collect the following information about you / family

- Name;
- Address;
- Email address;
- Gender:
- Approximate age
- Bank Details

We receive the following information from third parties:

- name/s, email, gender, approximate ages from the sales teams at Chapelton;
- payments made by you to us.

Why I need this information about you and how it will be used

We need your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms of our agreement with you;
 - to enable us to supply you with the services and information which you have requested;
 - to pass on your email to builders / developers in order they may reply to queries / issues you have raised with the CCIC;
 - to analyse and collect so that we can administer, support, improve and develop the business we offer;
 - to contact you in order to send you updates on the services we provide;
 - for all other purposes consistent with the performance of operations and business;
- and
- to process Direct Debit payments for annual subscription payment.

Sharing of your information

The information you provide to us will be treated as confidential and will be processed only by us, and any third party acting on our behalf (for which firstly we will obtain approval from you) within the UK/EEA*. Following approval from you, we may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- if we enter into a joint venture with or merge with a business entity, your information may be disclosed to our new business partners or owners;
- if we instruct repair or maintenance works, your information may be disclosed to any contractor;
- if we are investigating a complaint, information may be disclosed to Police Scotland, local authority departments, the Scottish Fire & Rescue Service and others involved in any complaint, whether investigating the complaint or otherwise;
- if we are investigating payments made or otherwise, your information may be disclosed to payment processors, the local authority and the Department for Work & Pensions; and
- if we are conducting a survey of our services, your information may be disclosed to third parties assisting in the compilation and analysis of the survey results.

Unless required to do so by law, I will not otherwise share, sell or distribute any of the information you provide to me without your consent.

Transfers outside the UK and Europe

Your information will only be stored within the UK and the European Economic Area. (EEA)

Security

When you provide us with information, we take steps to make sure that your personal information is kept secure and safe.

- All information held on our network is protected by our network password.
- All information held in hard copy is locked in filing cabinets or cupboards.

How long will we keep your information

We review our data retention periods regularly and will only hold your personal data whilst you own a home at Chapelton, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

Your rights

You have the right at any time to:

- ask for a copy of the information about you held by us in our records;
- require us to correct any inaccuracies in your information;
- make a request to us to delete what personal data of yours we hold; and
- object to receiving any marketing communications from me.

If you would like to exercise any of your rights above, please contact us at

CCIC_admin@chapeltonlife.co.uk

Should you wish to complain about the use of your information, I would ask that you contact me to resolve this matter in the first instance. You also have the right to complain to the ICO in relation to my use of your information. The ICO's contact details are noted below:

The Information Commissioner's Office – Scotland

45 Melville Street, Edinburgh, EH3 7HL

Telephone: 0131 244 9001

email: scotland@ico.org.uk

The accuracy of your information is important to us- please help us keep our records updated by informing us of any changes to your email address and other contact details.