



CARLAUREN

GROUP

PRIVACY POLICY

Carlauren Group is a registered Data Controller (Registration Number **09198505**).

Carlauren Group aims to meet the highest standards when collecting and using personal information in accordance with data protection law.

This privacy notice tells you about how Carlauren Group collects and uses personal information.

What information do we collect?

Carlauren Group collects the names, addresses and contact information in the form of telephone numbers and email addresses from you as a customer or tenant. We may also collect other personal information about your financial circumstances. We keep copies of letters and records of telephone calls along with information that we receive about you from other people to ensure that we comply with financial legislation. We may also keep some personal details of any payments made in connection with your tenancy.

Why do we collect your information?

Carlauren Group uses personal information to enable us to satisfy our obligations under contract with our customers and tenants.

How we use your information?

Carlauren Group uses personal information in several ways eg: To ensure that we can contact you when we need to. This means that we can make you aware of any changes to things like your tenancy agreement. Contact you in the case of a repair affecting the property you live in. Process rental payments.

How do we keep personal information secure?

Carlauren Group ensures that your personal data is kept secure through the use of technical security measures for all our IT systems. We ensure that only employees who should have access to personal data can do so and this is managed through comprehensive training, regular checks and validation. Anyone that processes personal data on our behalf such as repairs contractors are governed by specific contracts to ensure that they do so securely and only for the purposes set out by Carlauren Group. Our IT systems are all password protected and encrypted and only approved personnel have access to this information.

How long do we keep hold of personal information?

Records will not be kept for longer than necessary and will be in line with current legislation.



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Access to personal information

You may have the right to know if Carlauren Group holds any personal information relating to you. You can do this by making a "Subject Access Request" using the information in the "How to contact us" section. You will be entitled to see all of the data held about you but you will not be entitled to see confidential information about other people.

Sharing or disclosing personal information

There may be times when we need to share information with other people. We will only do this if you have either given your explicit consent or where the law allows or requires us to do so. This could be in an emergency where there is a safeguarding concern or life threatening situation or for the purpose of preventing or detecting crime or fraud or apprehending and prosecuting offenders where we have a statutory duty to do so.

We will only share appropriate information about you with your family or carers and usually only where you have given specific permission to do so. We may withhold information where it places any individual at risk.

We will share personal data with other organisations such as contractors to enable them to carry out repairs on our behalf and with other organisations and businesses to assist you and offer you appropriate support.

We will only share with each person or organisation the details they need in order to provide their services or support to you to perform their statutory duty.

Complaints or queries

If you have a complaint or query about how we collect and use personal information, if you would like a change to be made to your record or want to object to processing of your information please contact us using the information in the "How to contact us" section below.

If you would like to make a complaint or are not satisfied with the responses you have received from us having made a request please contact:

Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate).

Changes to this Privacy Notice .

This Privacy Notice was last updated on 21st May 2018.

How to contact us:

If you require further information about how we collect and use personal information you can contact:

Data Protection Officer, Carlauren Group, Units 3-4 Bartee 4, Lynx West Trading Estate, Yeovil BA20 2SU (marketing@carlaurengroup.com).