

Plymouth Community Homes Easy Read Privacy Notice



At Plymouth Community Homes we ensure that your privacy is always protected and that personal data is only use in accordance with data protection law.

We have a range of Privacy Notices which explain how we will process your data. This is a short, easy read version of our full Privacy Notices.

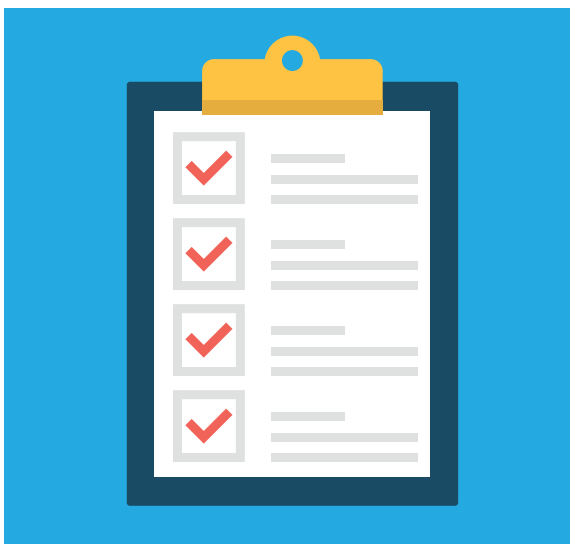
You can read the full notices on our website or ask for a paper version.



This privacy notices tells you:

1. What personal information we collect
2. Why we collect your personal information
3. Who we share it with
4. How we look after your information
5. How long we keep your information
6. Your rights
7. Where to go for more information

1. What personal information we collect



Personal information includes:

- Your name, address, contact details, date of birth, marital status
- Documents to confirm your identity including those containing a photograph
- Information about your finances
- Diversity information such as ethnicity or religious beliefs etc.
- Information about disabilities, health conditions and other support needs

Generally the information we collect is provided by you, for example when you apply for one of our homes, sign an agreement or contact us.

2. Why we collect your personal information

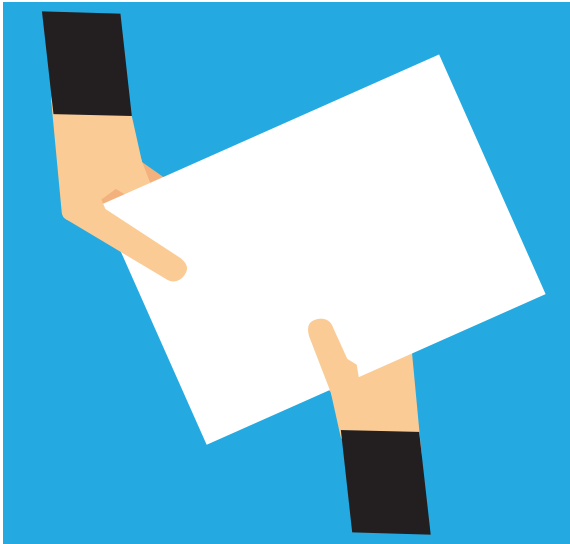


We collect personal information because you live in, or are applying to live in, one of our homes.

We need your personal information to assess and manage your tenancy and provide services.

We also use it to monitor and improve the services we offer you and to comply with the law.

3. Who we share your personal information with

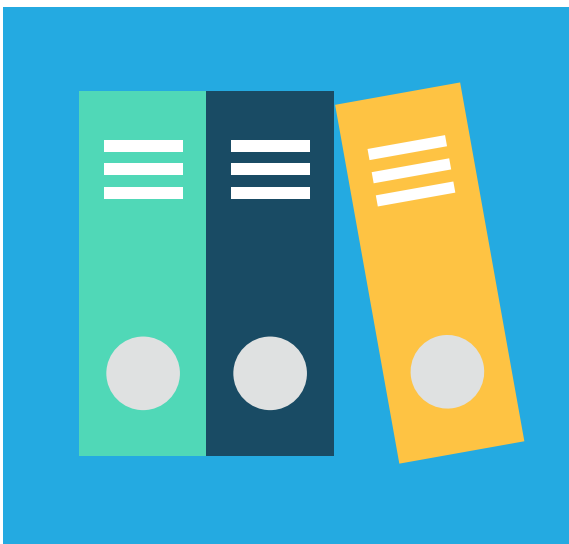


Sometimes we need to share your information with other organisations, for example:

- contractors carrying out our repairs
- the local authority
- another landlord if you are looking to move or exchange your home.

There is more information on this in the full Privacy Notice.

4. How we look after your personal information



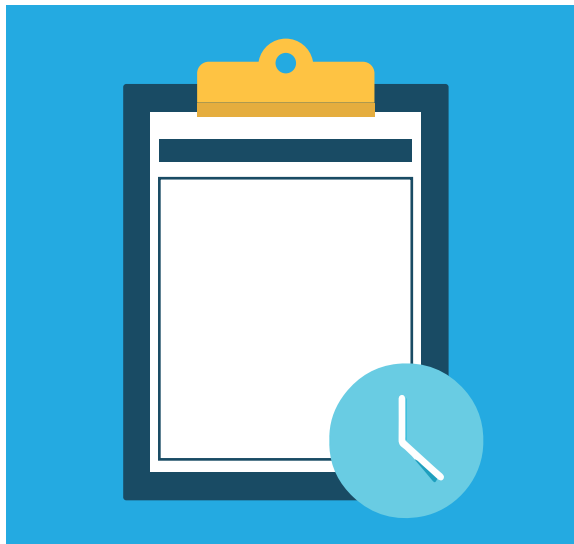
We will always hold and process your information securely.

We have security in place to help stop information being lost or used in the wrong way.

We limit access to your personal information to the people who need it to make sure you get the right services and support.

Those who use your information will do so confidentially.

5. How long we keep your information



We keep your information for as long as it necessary for us to fulfil the purposes set out in our full Privacy Notice, after which it will be securely destroyed.

Sometimes we are required by law to keep it for a set period of time.

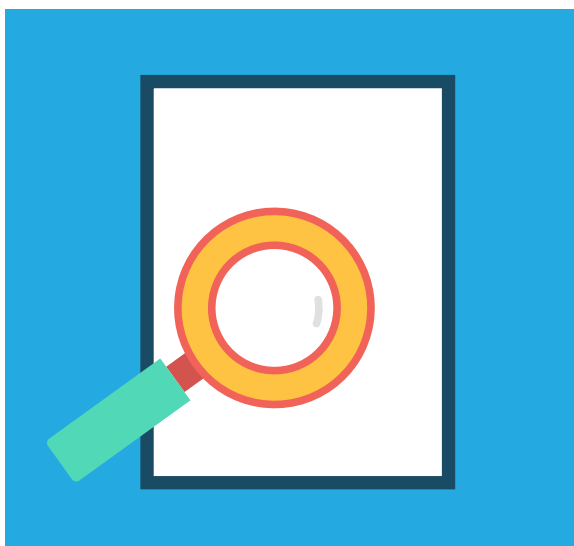
6. Your rights



You have a number of rights under data protection law, including a right to access your personal information and to get us to correct it if we hold incorrect information.

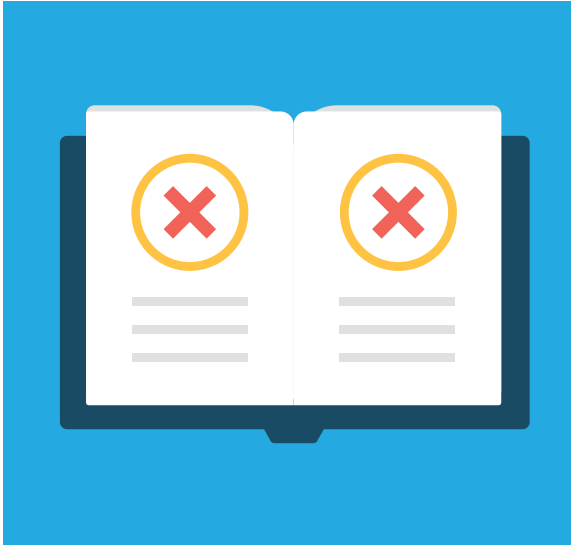
You can read about your rights in full in our Privacy Notices on the PCH website.

7. Where to go for more information



Detailed information can be found on our website, where there is a range of Privacy Notices.

[Click here](#) to go to Privacy Notices on the PCH website or ask for a paper version.



If you feel that PCH has not handled your personal information correctly you can make a complaint.

There are various different ways you can do this.

Further details are provided in our full Privacy Notices on the PCH website.



You also have the right to complain to the Information Commissioner's Office (ICO).

[Click here to go to their website.](#)