

Privacy Policy

Your Personal Data:

Here at Rockdale Housing Association we comply with the General Data Protection Regulations. We take your privacy extremely seriously and will only use your personal information to administer the service you have requested and to help us improve the services we offer.

What we need

Rockdale Housing Association Limited will collect personal data about you which includes name, address, email, telephone number etc. We also collect sensitive data which may include information about your medical & physical requirements.

Why we need it

We need to know your personal and sensitive data in order to provide you with housing or support related services you have engaged Rockdale to provide. We will not collect any data from you we do not need in order to provide and oversee this service we have agreed to provide you with.

What we do with it

All the data we process about you is processed by our staff in the UK. Additionally, for the purposes of IT hosting, maintenance and cloud based storage system, this information is located on servers within UK. No 3rd parties have access to your personal data unless the law allows them to do so. We have a General Data Protection Regulation and Information Security policy in place to oversee the effective and secure processing of your personal data, which is available to view on our website under resources.

How long we keep it

We are generally required to keep your personal data (name, address, contact details) for a minimum of 1 year after which time it will be securely destroyed if it is no longer required for the lawful purpose(s) for which it was obtained. If you consent to marketing, any information we use for this purpose will be kept with us until you notify us that you no longer wish to receive this information. We may keep other information such as financial information for 6 years. More information about our retention schedule can be found on our website under Resources.

What are your rights?

If at any point you believe the information we process about you is incorrect you can request to see it even if we have it corrected or deleted it. If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer, Anita Cleugh at anita.cleugh@rockdale.org.uk, who will investigate the matter.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law, you can complain to the Information Commissioner's Office (ICO).

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