

Privacy Notice – private and shared ownership sales

This Notice will inform you of how we, One Housing Group Limited, and our subsidiaries (including TPHA, Citystyle and One Direct Maintenance Limited) will collect, use, store and share personal information about you.

As a ‘data subject’ under the General Data Protection Regulation, you are responsible for making sure that all information that you give us is accurate at the time of data collection. In addition to this, you are responsible for informing us of any changes to your personal data (for example, a change of your name or address) so that we can maintain accurate records. You can do this by calling our Customer Information Hub on 020 8821 5300.

Information we will collect from you

When you sell your shared ownership property

When you instruct us to sell your share of the lease on a shared ownership property, we will collect your name, address, day and evening telephone numbers, and email address.

If you don’t provide us with this information, we may not be able to facilitate the sale of your share of the leasehold on your property.

When you buy a shared ownership property

When you buy a portion of a shared ownership property, you will be asked to complete our eligibility checklist. This includes a range of personal information about you, including:

- your name
- your date of birth
- your gender
- your marital status
- your current address
- your National Insurance number
- your contact telephone numbers
- your email address
- information about your employment status
- information about your financial status and history
- information about your residency in the UK
- information about your care needs or any disabilities
- your racial or ethnic background
- your religious beliefs, and
- your sexuality.

If you don’t provide us with this information, we may not be able to consider your application to buy a portion of a shared ownership property.

The exception to this is information surrounding your ethnicity, religion and sexuality, which is collected only with your consent. If you choose not to provide us with this information, this

won't affect your application. You can withdraw your consent for us to hold this information at any time, by calling the Customer Information Hub on 020 8821 5300.

When you privately buy a property

When you privately buy a property from One Housing, your personal information is collected by SiteSales, who manage the buying process on our behalf.

SiteSales collects:

- your name
- your contact telephone numbers
- your email address
- your home address
- your income details
- your savings details, and
- your household composition.

From the information SiteSales collects, One Housing only receives your name, contact details, and the details of your solicitor. If you don't provide SiteSales with this information, we may be unable to consider your application to privately buy a property.

How we'll use your information

The table below tells you what One Housing will use your information for, and what our lawful basis for processing this information is.

| Types of information | What we will use this for | Our lawful basis for processing |
|---|--|---|
| Information provided when you sell you shared ownership property. | To update our systems with your contact details, to instruct your selected property surveyor to undertake a valuation of your property, to allow prospective buyers to contact you directly, and to carry out the transfer of ownership. | One Housing must process this information in order for us to create a <i>contract</i> of sale between you and the buyer. |
| Information provided when you buy a shared ownership property. | To determine whether you meet our eligibility criteria, to update our systems with your contact details, to contact you about your leasehold, to identify your care and support needs, and to collect payments such as your ground rent or service charge. | One Housing must process this information in order for us to enter into a leasehold <i>contract</i> with you. In addition, some of this information relating to your care needs or disabilities is classified as special category personal information. One Housing must process this information in order for us to enter into a service agreement <i>contract</i> to provide care or support to you, as well as its necessity for the <i>provision of social care</i> . |
| Information concerning your | To monitor diversity as recommended by the Equality | Many of these types of information are classified as special category |

| | | |
|---|---|--|
| ethnicity, religion and sexuality, provided when you buy a shared ownership property. | and Human Rights Commission, only. The individual information you give us in this section will not affect your application in any way. | personal information. One Housing only collects and processes this information with your <i>explicit consent</i> . You may choose to withdraw this consent at any time. |
| Information provided when you privately buy a property. | To enter into a contract of sale, to update our systems with your contact details, to contact you about your leasehold, and to collect payments such as your ground rent or service charge. | One Housing must process this information in order for us to enter into a <i>contract</i> of sale with you, as well as to fulfil your leasehold <i>contract</i> in the future. |

Who we share your information with

When you sell your shared ownership property

We will share your name, address and contact details with your choice of property surveyor, this is so they can arrange to visit your property at a convenient time to carry out a valuation. We will also share this information with prospective buyers so that they can contact you to arrange a mutually convenient time to view the property.

When you buy a shared ownership property, or privately buy a property

From time to time, we may need to provide third parties with personal information about you or members of your household. These third parties include:

- the police
- local authorities, for example social services, anti-social behaviour teams, Council Tax and Housing Benefit departments
- The National Anti-Fraud Network, National Fraud Initiative, and credit reference agencies
- repairs and maintenance contractors
- tracing and/or debt collection agencies.

In addition, there are additional third parties we may need to provide information to, if you buy a shared ownership property from One Housing. We will share your personal and financial information with SO-Mortgages, a company providing independent mortgage adviser services. This is to determine your financial eligibility to buy a portion of a shared ownership property. We will also share your information with the Deposit Protection Scheme.

How long we will hold your information for

We will keep your personal information for as long as you hold your leasehold with us, and for an additional seven years afterwards (this is our legal obligation). If you apply to purchase a home but are not successful, we will destroy all of your personal information that we hold within 24 hours of making the decision.

Know your rights

At any time after we have collected information about you, you have the following rights:

1. You have the right to ask for a copy of the information that we hold about you. If, for any reason, One Housing refuses this request, we will provide you with a reason why.

To submit a request, please fill in the Subject Access Request form, or write to One Housing at the address at the bottom of this Privacy Notice. Please include as much information (for example, subject or date range) about your request as you can so that we can respond as quickly and fully as possible.

2. You have the right to correct information that we hold about you that is inaccurate or incomplete.
3. You have the right, in certain circumstances, to ask us to delete the information we hold about you from our records.
4. You have the right, in certain circumstances, to restrict our use of the information that we hold about you.
5. You have the right, in certain circumstances, to ask us to transfer the information we hold about you to another organisation.
6. You have the right to ask us to not use your information for certain purposes, for example direct marketing.
7. You have the right to ask us not to use automated decision making on your information.

Complaints

If you would like to make a complaint about how your information is being used by One Housing (or the other organisations that we share your data with, as described above), or how your complaint has been handled, you have the right to lodge a complaint directly with the Information Commissioner's Office, or One Housing's Data Protection Officer.

The details for these contacts are:

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

casework@ico.org.uk
0303 123 1113

Data Protection Officer
Governance Directorate
One Housing Group Limited
100, Chalk Farm Road
London
NW1 8EH

dpo@onehousing.co.uk
020 8821 5100