

# Privacy Policy

## How we use your personal information

The Data Protection Act requires us to manage personal information in line with defined data protection principles. We need to process your personal information fairly and lawfully. This means you're entitled to know how we intend to use any information you give us. You need to give us your permission for us to provide you with the information or service you want. Please read this privacy policy carefully as you'll be legally bound by it.

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## Where we get your information

We'll hold your personal information securely in our system so that we, either now or in the future, can manage your relationship with us. This includes:

- a. In applications, emails and letters;
- b. when registering for services.

We won't keep your personal information for longer than necessary.

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## How we use and share your information

We may use the personal information we hold about you for the following administrative activities:

- a. Providing you with information or services and letting you know about important changes or developments to the Society and its services.
  - b. Responding to your enquiries and complaints.
  - c. Managing your relationship with us.
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## How we manage sensitive personal information

The Data Protection Act defines certain information as 'sensitive' and there may be times when you give us sensitive information. We'll only use this information to provide the service you want and we'll ask for your explicit consent for this.

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## Using your details to contact you

Making sure we deliver the information you need is important to us. We will use post or email when sending you information. If you send us emails from your personal account, please remember that the information may not be secure and there's a risk that it could be intercepted.

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## Getting a copy of your information

Under the Data Protection Act you have the right of access to your personal data. The act allows us to charge a fee of £10 for this service. If anything is inaccurate or incorrect, please let us know and we'll fix it. For details on how to request a copy of your information, please contact us:

- 07816 590537
  - secretary.wahs@gmail.com
  - Wokingham Area Housing Society, 22 Broad Street, Wokingham, Berkshire, RG40 1BA.
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## Using your personal information to contact you

We'll use your personal information to give you information about the Society. We will not carry on doing this after your relationship with us ends. You can opt out of receiving this information at any time by contacting us and letting us know.

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## Passing your information to other companies

We won't give information about you to anyone without your explicit consent. We won't give information about you to any company or organisation to use for marketing purposes.

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## Updates

We will keep our privacy policy under regular review and we'll reflect any updates in this notice. It was last reviewed April 2021.