

## Verity Group Privacy Policy

### Our Privacy Policy - your rights, your information and how we use it

Verity Group Holdings Limited is committed to protecting your personal information. Our Privacy Policy contains important information about what personal details we collect; what we do with that information; who we may share it with and why; and your choices and rights when it comes to the personal information you have given us. We may need to make changes to our Privacy Policy; so please check our website for updates from time to time. If there are important changes such as changes to where your personal data will be processed; we will contact you to let you know. This version of our Privacy Policy was last updated **14 August 2021**.

### Who we are

We are Verity Group Holdings Limited (“Verity Group”), a Yorkshire based company delivering affordable housing to the region and beyond. This Privacy Policy applies to Verity Housing Limited only.

### How to contact us

If you have any questions about our Privacy Policy or the information we collect or use about you, please contact;  
FAO Data Protection Officer  
Verity Group Holdings Limited  
1<sup>st</sup> Floor, Mayesbrook House, Redvers Close, Leeds, LS166QY  
Email: [dpo@verityhousing.co.uk](mailto:dpo@verityhousing.co.uk)

### Information we collect and use

Information about you that we collect and use may include:

- Information about who you are e.g. your name, address and contact details
- Information connected to your product or service with us e.g. your bank account details
- Information about your contact with us e.g. meetings, phone calls, emails / letters
- Information if you visit one of our offices e.g. visual images collected via closed circuit television (CCTV)
- Information you may provide us about other people e.g. partners / spouse, family supporting an application

### Where we collect your information

We may collect your personal information directly from you, from a variety of sources, including:

- an application form for a product or service
- phone conversations with us
- emails or letters you send to us
- meetings with one of our business representatives
- our online services such as websites, social media and advertising tools e.g. Zoopla.

We may also collect personal information on you from places such as business directories and other commercially or publicly available sources e.g. to check or improve the

information we hold (like your address) or to give better contact information if we are unable to contact you directly.

#### What we collect and use your information for;

We take your privacy seriously and we will only ever collect and use information which is personal to you where it is necessary, fair and lawful to do so. We will collect and use your information only where:

- we believe we have a legitimate interest to send you information about products and services offered by Verity Housing Limited
- it's necessary to provide the product or service you have requested e.g. if you wish to apply to rent or buy one of our properties, we will require some personal information including your name, address, contact details, etc
- it's necessary for us to meet our legal or regulatory obligations e.g. to tell you about changes to Terms and Conditions
- it's in the legitimate interests of Verity Housing Limited. e.g. to deliver appropriate information and guidance so you are aware of the options that will help you get the best outcome from your products; where we need to process your information to better understand you and your needs so we can send you more relevant communications about the products you have with us and to develop new products and services; to improve the products and services offered to you

If you do not wish us to collect and use your personal information in these ways, it may mean that we will be unable to provide you with our products or services.

#### Who we may share your information with;

We may share your information with third parties for the reasons outlined in 'What we collect and use your information for.'

These third parties include:

- Our approved partnered Independent Financial Advisors
- Our approved partnered Solicitors
- Companies we have chosen to support us in the delivery of the products and services we offer to you and other customers e.g. research, consultancy or technology companies; or companies who can help us in our contact with you, for example an internet service provider
- Our regulators and Supervisory Authority
- (GC), the Information Commissioner's Office for the UK (the ICO)
- Law enforcement, credit and identity check agencies for the prevention and detection of crime
- HM Revenue & Customs (HMRC)

We will never sell your details to someone else. Whenever we share your personal information, we will do so in line with our obligations to keep your information safe and secure.

#### Where your information is processed

Your information is processed in the UK and European Economic Area

### How we protect your information

We take information and system security very seriously and we always strive to comply with our obligations. Any personal information which is collected, recorded or used in any way, whether on paper, online or any other media, will have appropriate safeguards applied in line with our data protection obligations.

Your information is protected by controls designed to minimise loss or damage through accident, negligence or deliberate actions. Our employees also protect sensitive or confidential information when storing or transmitting information electronically.

Our security controls are aligned to industry standards and good practice; providing a control environment that effectively manages risks to the confidentiality, integrity and availability of your information.

### How long we keep your information

We will keep your personal information only where it is necessary to provide you with our products or services while you are a customer.

We may also keep your information after this period but only where required to meet our legal or regulatory obligations. The length of time we keep your information for these purposes will vary depending on the obligations we need to meet.

### Your individual rights

You have several rights in relation to how Verity Housing Limited uses your information. They are:

#### Right to be informed

You have a right to receive clear and easy to understand information on what personal information we have, why and who we share it with – we do this in our Privacy Policy and privacy notices.

#### Right of access

You have the right of access to your personal information. If you wish to receive a copy of the personal information, we hold on you, you may make a data subject access request (DSAR).

#### Right to request that your personal information be rectified

If your personal information is inaccurate or incomplete, you can request that it is corrected.

#### Right to request erasure

You can ask for your information to be deleted or removed if there is not a compelling reason for Verity Housing Limited to continue to have it.

#### Right to restrict processing

You can ask that we block or suppress the processing of your personal information for certain reasons. This means that we are still permitted to keep your information – but only to ensure we don't use it in the future for those reasons you have restricted.

#### Right to data portability

You can ask for a copy of your personal information for your own purposes to use across different services. In certain circumstances, you may move, copy or transfer the personal information we hold to another company in a safe and secure way. For example, if you were moving your machine supply arrangements to an alternative provider.

#### Right to object

You can object to Verity Housing Limited processing your personal information where: it's based on our legitimate interests (including profiling); for direct marketing (including profiling); and if we were using it for scientific/historical research and statistics.

#### How to make a complaint

We will always strive to collect, use and safeguard your personal information in line with data protection laws. If you do not believe we have handled your information as set out in our Privacy Policy, please visit our Website and select 'Make a complaint' and we will do our utmost to make things right.

If you are still unhappy, you can complain to our Supervisory Authority, the Information Commissioners Office found here: <https://ico.org.uk>