Privacy Notice

How we use your data

1. Introduction

We, Yorkshire Housing Limited, take the protection of your personal data very seriously and strictly adhere to the rules laid out by data protection laws and the General Data Protection Regulation (GDPR-UK).

This privacy notice gives you information on how we collect and process your personal data through your use of this site and any data you may provide if you contact us regarding our products and services.

We have appointed a data protection officer (DPO) who is responsible for monitoring and providing guidance with our GDPR status. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact the DPO/us using the contact information in section 15 of this privacy notice.

2. Why we Collect your personal information

We collect your personal data for one of the following purposes:

- Your use of this website and our portal;
- Your application for a tenancy agreement with us;
- Your tenancy agreement with us;
- Your occupation of one of our properties;
- Your purchase of a home;
- Perspective purchases;
- The provision of care and support by us to you;
- Any claims or safeguarding matters;
- To support complaints and ASB;
- Continued improvement and optimisation of our processes;
- Any enquiries you submit to us;
- From any CCTV;
- To keep you updated with news on your tenancy.

3. Lawful Basis Of Processing Information

We only collect and use personal information about you when the law allows us to. Most commonly, we use it where:

- The data subject (you) has given consent to the processing activity taking place.
- If the processing is necessary for the performance of a contract such as your tenancy agreement.
- If the processing is necessary for compliance with a legal obligation to which the controller is subject.
- If the processing is necessary for the purpose of the legitimate interest pursued by us or our partners.

Where legitimate interest is identified as a lawful basis, we will undertake a legitimate interest assessment which is a three-part test covering:

- The purpose test – to identify the legitimate interest.
- Necessity test – to consider if the processing is necessary for the purpose identified.
- Balancing test – considering the individual's interests, rights or freedoms and whether these override the legitimate interests identified.

We have updated the lawful basis we rely on to process health and social care information when understanding your requirements for repairs, arranging repairs, adaptions or property maintenance related to a customer's health or disability. This includes the processing of data through suppliers when survey's are undertaken to understand your needs. Previously, we relied on your consent to process this information. Following a review, we now process this information under Article 6(1)(e) of the UK GDPR (performance of a task carried out in the public interest and Article 9(2)(h) (management of health or social care systems and services), together with Schedule 1 Paragraph 2 of the Data Protection Act 2018. This change ensures your information is handled lawfully, proportionately, and consistently with our duty to provide safe and suitable housing. It does not affect your rights under data protection law, and your information will continue to be protected in the same secure way.

4. What Information we collect and where from

This Privacy Notice explains what happens with any personal data we gather from you in relation to:

- Your use of this website and our portal;
- Your application for a tenancy agreement with us;
- Your tenancy agreement with us;
- Your occupation of one of our properties;
- Your purchase of a home;
- Perspective purchases;
- The provision of care and support by us to you;
- Any claims or safeguarding matters;

- To support complaints and ASB;
- Continued improvement and optimisation of our processes;
- Any enquiries you submit to us;
- From any CCTV;
- To keep you updated with news on your tenancy.

The categories of personal information that we may collect, store and use about you include but not limited to:

- Name, address, telephone number, email and alternative contact details;
- IP address;
- Your country of birth;
- Nationality;
- Date of birth;
- Gender;
- National insurance number;
- Bank details and other financial information;
- CCTV footage/image;
- Any family members or other third party.

4.1. Special Category Data

We collect the following special category data from you:

- Health data;
- Racial or ethnic origin;
- Data concerning sex life or sexual orientation;
- Criminal offence data (article 10)

We will only process special category data where we have an Article 9 exception allowing us to do so.

4.2. Third Party Collection of Personal Data

We may also collect your data through Third Parties such as;

- Local authorities;
- Government departments;
- Our suppliers;
- Support organisations and social care
- Credit reference agencies;
- Emergency services/blue light services;
- Utility companies;
- Solicitors/Legal practitioners.

5. How Long we Keep Information For

We pride ourselves on ensuring that your personal data is only retained for the period that we need it for, or in accordance with laws, regulations and professional obligations that we are subject to.

All personal information processed has a defined retention period, for example 6 years post tenancy. This is in-line with our retention schedule.

6. Security of personal information

We take the responsibility for protecting your privacy very seriously and we will ensure your data is secured in accordance with our obligations under the Data Protection laws. We have in place technical and organisational measures to ensure personal information is secured and to prevent your personal data from being accessed in an unauthorised way, altered or disclosed. We have in place a robust access control policy which limits access to your personal data to those employees, contractors and other third parties who only have a business need to know. The processing of your personal data will only take place subject to our instruction.

We have policies and procedures to handle any potential data security breaches and data subjects, third parties and any applicable regulators will be notified where we are legally required to do so.

We have ensured that all employees have had information security and data protection training.

7. Children's information

We only collect information on children as part of our claims and safeguarding processes.

We may collect data such as photo's or medical reports you send to us, we may also collect names, date of birth and address to help process any claims or safeguarding.

We will only store this data as long as it's required and in line with our data retention schedule. Yorkshire Housing Limited provides services to children and will make reasonable efforts, taking into consideration available technology to verify consent is given by someone with parental responsibility over the child when the child is 16 years of age or younger.

8. Your individual rights

In this Section, we have summarised the rights that you have under General Data Protection Regulation. Some of the rights are complex, and not all the details have been included in

our summaries. Accordingly, you should read the relevant laws and guidance from the regulatory authorities for a full explanation of these rights.

Your principal rights under General Data Protection Regulation are:

- Right to Object;
  You can exercise this right if
  - Processing relies on legitimate interest;
  - Processing is for scientific or historical research;
  - Processing includes automated decision making and profiling;
  - Processing is for direct marketing.
- Right of Access;
  You can exercise this right if
  - You or any third party acting on your behalf with your authority may request a copy of the personal data we hold about you without charge;
  - We will ask to verify your identity or request evidence from the third party that they are acting on your behalf before releasing any personal data we hold about you.
- Right to be Informed;
  You can exercise this right if
  - We are required, to provide clear and transparent information to you about how we process your personal data. This privacy notice addresses this right.
- Right to Rectification;
  You can exercise this right if
  - If you believe the personal data we hold about you is incorrect or incomplete you have the right to correct this and you may exercise this right along with the right to restrict processing until these corrections are made.
- Right to Erasure;
  You can exercise this right if
  - If there is no legal basis or legitimate reason for processing your personal data, you may request that we erase it.
- Right to Restrict Processing;
  You may ask us to restrict the processing of your personal data. This means we will still hold it but not process it. This is a conditional right which may only be exercised when:
  - Processing is unlawful;
  - We no longer need the personal data, but it is required for a legal process;
  - You have exercised your right to object to processing and require processing to be halted while a decision on the request to object is made;
  - If you are exercising your right to rectification.
- Right to Data Portability.
  You can request that your personal data is transferred to another controller or processor in a machine-readable format if
  - Processing is based on consent;
  - Processing is by automated means (i.e. not paper based);
  - Processing is necessary for the fulfilment of a contractual obligation.

9. Consent

Where you have given consent for processing, or explicit consent in relation to the processing of special category data, you have the right to withdraw this consent at any time, but this will not affect the lawfulness of processing based on consent before its withdrawal.

10. Failure To Provide Personal Information

Where we need to collect personal data by law or in order to process your instructions or perform a contract we have with you and you fail to provide that data when requested, we may not be able to carry out your instructions or perform the contract we have or are trying to enter into with you. In this case, we may have to cancel our engagement or contract you have with us, but we will notify you if this is the case at the time.

11. Cookies

Our website uses cookies. Please see our cookies notice for full details of the cookies used.

12. Automated Decision Making and AI

We use artificial intelligence (AI) and data-driven technologies to support the effective management of our services, properties and internal processes.

AI-enabled tools may be used to assist colleagues with tasks such as summarising information, drafting content and analysing data to support business activities. We also use analytical and profiling techniques to produce statistical insights relating to our tenants, homes and services. These analyses are used to support operational planning, risk identification and service improvement. Whilst such analyses may be generated using automated processes, they are used solely to inform decision-making.

We don’t make decisions about individuals using automated means alone. Any decisions arising from the use of AI, profiling or predictive tools are always subject to human review, and any actions taken are determined by a person. Profiling techniques do not create any legal or similar significant effects.

All use of AI involving personal data is carried out in compliance with data protection law, including the UK General Data Protection Regulation. This includes ensuring that a lawful basis for processing is identified, that risks are assessed and mitigated where appropriate, and that individuals’ rights are respected.

Further information about these rights is set out in the “Your individual rights” section of this Privacy Notice.

13. Transfers To Third Parties

Yorkshire Housing Limited may disclose your personal data, listed in section 4 to some third parties to help us deliver our services/products. All third parties are contractually bound to protect the personal data we provide to them. We may use several or all of the following categories of recipients:

- Business partners, suppliers, contractors for the performance of any contract we enter into with them or you;
- Companies within our group where necessary for administrative purposes and to provide services to you;
- Third parties that support us to provide products and services (e.g. IT support, cloud based software services, providers of telecommunications equipment);
- Marketing services providers;
- Payment service providers;
- Recruitment service providers;
- Professional advisors e.g. lawyers, auditors;
- Web analytics and search engine provider to ensure the continued improvement and optimisation of our website;
- Utility companies/Council/Government for the performance of any contract we enter into with them/you or where there is a lawful basis.

14. Transfers Outside Of The UK

In this section, we provide information about the circumstances in which your personal data may be transferred and stored in countries outside the United Kingdom (UK).

We may share personal information to third parties outside of the European Economic Area (EEA). Any personal information transferred will only be processed on our instruction and we ensure that information security at the highest standard would be used to protect any personal information as required by the Data Protection laws.

Where personal data is transferred outside of the UK to a country without an adequacy decision, we will ensure appropriate safeguards are in place prior to the transfer. These could include:

- Standard Contractual Clauses
- International Data Transfer Agreement
- An exception as defined in Article 49 of the EU GDPR

For more information about transfers and safeguarding measures, please contact us using the information in section 15.

15. Right to complain

We take any complaints about our collection and use of personal information very seriously. If you think that our collection or use of personal information is unfair, misleading, or inappropriate, or have any other concern about our data processing, please raise this with us in the first instance.

To make a complaint, please contact us via;

- Email : Dataprotection@yorkshirehousing.co.uk.
- By Post: Data Protection, Yorkshire Housing, The Place, 2 Central Place, Leeds, LS10 1FB
- By Phone: 03453 664 404

Alternatively, you can make a complaint to the Information Commissioner's Office:

- By Post: Information Commissioners Office, 4th Floor, No.3 Circle Square, 5 Hawkshaw Street, Manchester M1 7BL
- By Website: Information Commissioner's Office (ICO)
- By Phone: 0303 123 1113 (Local rate) or 01625 545 745 (National rate)

16. Additional information

Your trust is important to us. That is why we are always available to talk with you at any time and answer any questions concerning how your data is processed.

If you have any questions that could not be answered by this privacy notice or if you wish to receive more information about any topic above, please contact our DPO and Compliance Team via email on Dataprotection@yorkshirehousing.co.uk.

17. Policy Review and Amendments

We keep this notice under regular review. This notice was last updated on 06/11/2026.

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information