

Community events and community connectors

This privacy information should be read alongside LiveWest's customers and members of the public privacy notice.

When LiveWest delivers a community empowerment service, this includes the collection and use of customer personal data, if the customer has opted in to become involved in any LiveWest events and projects. LiveWest will also use personal data to contact customers to promote future events or projects when it is legal to do so.

The lawful basis for this processing is:

- Legitimate interest
- Legal obligation
- Consent

(Descriptions of the lawful basis can be found in the LiveWest customer privacy notice)

How does LiveWest collect customer data?

LiveWest may collect personal information:

- Directly from the customer
- Name, address and contact details held in housing management systems
- From any feedback provided during customer research

This is not an exhaustive list, and LiveWest may collect data from additional sources if legally allowed to do so.

What types of information does LiveWest hold?

LiveWest Community Connectors will hold information about customers to enable them to carryout work in the community. Examples of the data held include:

- Basic personal data such as names and addresses
- Customer contact details
- Notes from community event meetings
- Photographs from community events

This is not an exhaustive list. On occasions LiveWest may hold additional personal data if it is legal to do so.

Sharing your personal data

In order to provide the community connectors service, LiveWest may need to share certain information with third party organisations. This could include:

- Partner organisations who are working with LiveWest to deliver community activities in the area

There may be other occasions where LiveWest shares data. This will only be done if legally allowed to do so.

Using customer data to promote or market LiveWest's services

LiveWest may occasionally contact customers to promote the work being done in the local area. Contact will only be made if there is a lawful basis to do so. The lawful basis that LiveWest might rely upon are:

- Consent
- Legitimate interest
- Legal obligation (to meet regulatory requirements)

Consent can be withdrawn at any time by contacting the Community Connectors team communityconnectorsteam@livewest.co.uk

How long does LiveWest keep customer data?

The Community Connectors team will retain information for as long as the project is active, after which, it will be deleted or securely destroyed, unless the information forms part of ongoing customer files. Consent will automatically end when the project is completed.