

## Customers receiving our tenancy sustainment service

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

To deliver tenancy sustainment services to LiveWest customers in an effective and efficient way, customer data will need to be collected. The lawful basis for this processing is:

- Contract
- Legitimate Interest
- Vital Interests
- Consent

*(Descriptions of the lawful basis can be found in the customers and members of the public privacy notice)*

### **How does LiveWest collect customer data?**

LiveWest may collect personal information:

- Directly from the customer
- From support history from previous support providers
- From third party organisations working on the customers behalf
- From 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 will hold different types of data depending on the customer/organisation relationship. Examples of the data that LiveWest hold are:

- Basic personal data, such as name, address, and date of birth.
- Contact details.
- Equality and diversity information\*
- Information to help LiveWest provide customer services such as support needs or health conditions\*

- Contact details for support services that maybe working with customers
- Information relating to customer rent accounts
- Feedback provided via our customer research
- Support plans including support and housing history\*
- The contact details of the next of kin or emergency contact

\* Special category data. Please see the customers and members of the public privacy notice for information relating to special category data.

This is not meant to be an exhaustive list. On occasions it may be necessary to collect additional information to help LiveWest meet your support needs

### **Sharing personal data**

To provide tenancy sustainment services, LiveWest is required to share certain information with third party organisations. These could include:

- Discussing financial situations, including rent payments or welfare benefits with the benefit department
- Regulators and auditors, and other organisations and agencies where legally allowed to do so
- Sharing information with partner organisations to access funding on the customers behalf
- Agencies that contact LiveWest on the customers behalf, such as Councillors or MP's. This is done based on implied consent, unless the disclosure of special category data is necessary, where LiveWest would gain customer consent.
- Third party contractors who carry out research on behalf of LiveWest
- With local authorities if there are safeguarding concerns
- Partner organisations who provide support and assistance in helping to meet support needs

This is not an exhaustive list and there will be occasions where LiveWest share data when legally allowed to do so.

### **How long does LiveWest keep customer data?**

Tenancy sustainment data will form part of ongoing customer files and data will be retained for six years following the end of the tenancy. After six years, customer data will be deleted or securely destroyed.