

## Customers who have a shared ownership home

This privacy information should be read alongside our main customer privacy notice.

To provide an effective and efficient service to those wishing to buy a shared ownership property, LiveWest will collect and use your personal data. The lawful basis for this processing is:

- Contract
- Legitimate Interest
- Legal Obligation

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

During the purchasing process LiveWest will collect, use, and store your personal data. This is to ensure the smooth purchase of your shared ownership property.

### **How do LiveWest collect your information?**

- Directly from you at application stage.
- From third party organisations who are working on your behalf.
- From other members of your household.

This is not an exhaustive list, and LiveWest may collect your data from other sources when we are legally allowed to do so.

### **What types of Information do LiveWest hold?**

As part of your purchase and ongoing housing management, LiveWest will be required to hold certain personal data, including:

- Information provided by you at expression of interest and application stage.
- Information from your conveyancing solicitor.
- Correspondence between yourself and LiveWest regarding the progression of your purchase.
- Contacts and correspondence with estate agents, mortgage lenders, Help to Buy schemes and developers.
- Information for our solicitors.
- Photographs or images on CCTV footage
- Your basic personal data such as name, address and date of birth.
- Your contact details.
- Equality and diversity information (you can find more information on Special Category Data in our main privacy notice).
- Information relating to your rent account.
- Recordings of some telephone calls.

- Feedback provided through customer research.

This is not an exhaustive list, and LiveWest may collect your data from other sources when we are legally allowed to do so.

### **Sharing your personal data**

To meet our obligations, we are required to share certain information with third party organisations. This could include:

- Providing information to lenders.
- Sharing information with solicitors
- Providing information with regulators such as the Council of Mortgage Lenders.
- Contractors and developers.
- Local authorities.
- Utility companies as part of the moving in process.
- Current and forwarding address, occupancy details, move in and move out dates to Council Tax departments, and utility companies, along with other relevant information for correct calculation and billing. Including documentation.
- Providing information such as name, address, contact details and limited information regarding health and safety flags, to ensure the health and safety of our contractors. This includes providing this information, where relevant, with our out of hours contractors.
- Debt recovery agencies, should you default on your rent payments to enable the recovery of debt relating to rent arrears.
- Government departments, and auditors when we can legally do so.
- Sharing information with partners that we work with in our communities, such as the police, to prevent and detect crime.
- Individuals and organisations that contact us on your behalf, such as Councillors or MP's, this is done on the basis of implied consent, unless the disclosure of special category data is necessary where we would gain your explicit consent.
- CCTV footage taken on LiveWest CCTV systems, may be shared with third party organisations such as the police and local authorities when it is legal to do so.
- Third party contractors who carry out research on behalf of LiveWest.
- With local authorities if we have safeguarding concerns about you.
- Other landlords who request tenancy references as part of your moving out process.
- With our legal representatives.
- In connection with legal proceedings.

This is not an exhaustive list, and LiveWest may collect your data from other sources when we are legally allowed to do so.

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

LiveWest are required to retain the data relating to your property purchase for 12 years after you have purchased the remaining share of the property or have sold it.

Following the end of this retention period, LiveWest will delete or securely destroy the data unless required to keep it under law.

Some telephone calls may be recorded, call recordings are generally kept for 90 days before being deleted, as will CCTV footage captured on LiveWest CCTV installations. More information regarding the storage of call recordings and CCTV footage can be found in our main customer privacy notice.