

## Customers who rent a home from us.

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

To deliver services to our customers in an effective and efficient way, and to meet our obligations as a landlord, LiveWest will collect and use your personal data. The lawful basis for this processing is:

- Contract
- Legitimate Interest
- Legal Obligation
- Vital Interests

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

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

- Directly from you.
- From previous landlords.
- 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 they are legally allowed to do so.

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

LiveWest will hold different types of data about you depending on the relationship they hold with you. Examples of the data that LiveWest hold are:

- Your basic personal data such as name, address, and date of birth.
- Your contact details.
- Equality and diversity information (more information on special category data can be found in our main privacy notice).
- Information to help us provide our services to you, such as support needs or health conditions (more information on special category data can be found in our main privacy notice).
- Contact details for support services that maybe working with you.
- Information relating to your rent account.
- Recordings of some telephone calls.
- Photographs or images on CCTV Footage.
- Feedback provided via our customer research.

- References from previous landlords.

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

### **Sharing your personal data**

To manage your tenancy and meet obligations as a landlord, LiveWest are required to share certain information with third party organisations. These could include:

- Current and forwarding address, occupancy details, and tenancy start and end dates to utility companies to ensure correct billing, including documentation.
- Current and forwarding address, occupancy details, and tenancy start and end dates to Council Tax departments, along with other relevant information for correct calculation and collection of tax, including documentation.
- Discussing your financial situation including rent payments or welfare benefits with the housing benefit department.
- Providing information such as name, address, contact details and limited information regarding tenancy 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 tenancy conditions to enable the recovery of debt relating to rent arrears.
- Government departments, agencies, regulators, and auditors when we can legally do so.
- Sharing information with partners that we work with in our communities, such as the police, to ensure tenancy conditions are met, and 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.
- Other agencies to meet regulatory requirements set out by the social housing regulator or other relevant regulations or laws.
- In connection with legal proceedings.
- Agents contracted to carry out services on our behalf.
- Third party organisations to meet your health and support needs.

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

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

Provided there is no ongoing contact between yourself and LiveWest following the end of your tenancy, such as the collection of rent arrears, your tenancy information will be retained for six years. After six years, your information will be deleted or securely destroyed.

If there is ongoing contact following the end of your tenancy, your data will be retained for six years following our last contact with you.

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.