

Resident Involvement Privacy Notice - *How we use your personal information*

Who are we

emh group comprises of two largely ring fenced functional divisions: emh Housing and Regeneration Limited, trading under the name emh homes, which is a Registered Provider regulated by the Regulator of Social Housing and emh Care and Support whose regulated activities fall within the remit of the Care Quality Commission.

Midlands Rural and emh Sharpes are non registered providers which are subsidiaries of emh Group.

Our Privacy Promise

We promise:

- To keep your data safe and secure
- Treat any data concerns you may have as priority

What is the purpose of this notice

Under the Data Protection Act 2018 and the General Data Protection Regulation, we are required to explain to you why we are asking for this information about you, how we intend to use the information you provide and whether we will share this with anyone else.

Why are we collecting your information

We will use your information in order to involve you in shaping and scrutinising our services. This information is not required by us in order to provide our core housing, care and support planning services.

The information that we use for resident involvement is the information collected in the course of your resident scrutiny panel or community of interest interview:

- by telephone;
- by email;
- in your other electronic and written communications with us; and
- in the course of face-to-face contact with you.

If you are a resident or client, we will also use relevant personal information already stored by emh homes in relation to providing you with our core services. When we do this, it is to avoid duplicating the collection of your personal information.

What information are we collecting

In the course of your application and recruitment to the resident scrutiny panel or a community of interest, we will collect the following information:

- relevant details of your skills and past experience; and
- relevant details which may affect your eligibility to participate in the resident scrutiny panel or community of interest, for example, relating to your tenancy or the services you receive from us.

In addition, we will use the following information for resident involvement which is already stored in relation to providing you with our core housing, care and support services:

- your name, address, date of birth and personal contact details;
- your self-identified gender, your self-described ethnicity and your religious beliefs in order to monitor the equality and diversity of our resident involvement; and
- your communication and language preferences

Should you participate formally in the resident scrutiny panel or a community of interest, in addition to the information collected at interview and recruitment stage, we will collect:

- details of your participation in the resident scrutiny panel or a community of interest, such as the dates your involvement starts or the positions you hold
- agendas and minutes of your contribution to panel or community of interest meetings;
- details of your contact and interactions with us in person, by telephone, by email and in your other electronic and written communications; and
- your bank account details, in relation to reimbursing you for expenses incurred in relation to your participation in resident involvement.

What we are going to do with your information

Your information will be stored and used by us in accordance with this privacy statement and also in accordance with your rights under the Data Protection Act 2018 and the General Data Protection Regulation.

The information you provide to us will be used for the following purposes:

1. it will be collected and used by us fairly and openly for the purposes of involving you in the scrutiny and shaping of our services in the following ways:
 - recruiting you to our resident scrutiny panel or a community of interest; and
 - through your participation in our resident scrutiny panel or a community of interest, and associated activities
2. we may publish minutes of resident scrutiny panel or community of interest meetings

3. we may share relevant details of your name, address, and contact details with the chairs of scrutiny, SIG Groups etc, and the Housing Quality Network for the purpose of informing them about and accrediting the scrutiny-related activities in which you participate; and
4. it will allow us to make contact with you in the most appropriate way. For example, we can provide literature in large print if you have difficulty reading smaller print; or provide documents in an alternative language if English is not your first language.

What is the legal basis for using your information?

In accordance with the data protection laws, we need a "legal basis" for collecting and using information about you. There are a variety of different legal bases for processing personal data which are set out in the data protection laws.

The lawful basis on which we rely in order to use the information which we collect about you for the purposes set out in this notice will be:

You have provided consent to our use of your information. There is a limited amount of special category information that we use on the basis of your explicit consent. We will inform you prior to collecting or processing your information based on consent and keep a record of your consent

Using your information is necessary for us to comply with a legal obligation to which we are subject.

Sharing your information

Members of emh group

emh group is made up of a number of related companies. We will share your information with other members of emh group where necessary in order to best provide the services to you.

Your information will only be accessed by other companies in the Group where it is necessary to do so in order to provide services to you. The obligations which are set out in this notice shall apply to the other members of the Group to the same extent that they apply to us.

For more information on which companies make up emh group, please go to <https://www.emhgroup.org.uk/publications/>.

Contractors and sub-contractors

We may share your information with contractors and sub-contractors. The contractors and sub-contractors shall be contractually required to ensure that they adhere to the security requirements imposed by the Data Protection Act 2018 and / or the General Data Protection Regulation (as applicable).

Our contractors and sub-contractors will not share your information with any other parties and will only be able to use the information when completing work on behalf of us.

Regulators and other legal obligations

We may also be required to share your information with our regulators who are permitted access to this information by law and with other organisations where we have a legal obligation to share the information with them. For example, the Care Quality Commission or Regulator of Social Housing.

Other organisations

We may from time to time share your information with other organisations, such as:

- the police for the purpose of detection and prevention of crime; and
- organisations with a function of auditing and/ or administering public funds for the purpose of detection and prevention of fraud.

Security of your information

The information that you provide will be uploaded and stored securely on our systems and the form that you complete will be shredded. Our security measures and procedures reflect the seriousness with which we approach security and the value we attach to your information.

Only relevant members of staff will access the information you provide to us.

Storing your information and deleting it

If your recruitment to our resident scrutiny groups and activities is not pursued further, we will delete and securely dispose of the personal information immediately.

Should you participate in our resident scrutiny panel, communities of interests or associated activities, we will store your information for the period of your participation. After your participation ends, we will delete and securely dispose of your personal information which has been collected for the purposes of participation.

Any information you have provided in relation to the housing or care and support services you receive from us will be stored and deleted as set out in the privacy statement for the specific service you receive from a part of emh.

Your rights

You may also have the right, in certain circumstances, to request that we delete your personal information, to block any further processing of your personal information or to object to the processing of your personal information. There are some specific circumstances where these rights do not apply and we can refuse to deal with your request.

We are processing your personal information based upon your consent; therefore you have the right to withdraw your consent at any time.

If you require any further information about your right to rectification, erasure, restriction of or object to processing or you wish to withdraw your consent please contact us (see **How to contact us** below).

Complaints

We take any complaints we receive about the collection and use of personal information very seriously. We would encourage you to bring it to our attention if you think that our collection or use of information is unfair, misleading or inappropriate. You can make a complaint at any time by contacting us (see **How to contact us** below).

If you think our collection or use of personal information is unfair, misleading or inappropriate or if you have concerns about the security of your personal information, you also have the right to make a complaint to the Information Commissioner's Office. You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

How to contact us

Please contact us if you have any questions about our privacy policy or the information we hold about you. You can do so via one of the contact details below;

- Email dataprotection@emhgroup.org.uk
- Post - Quality & Standards Team, Memorial House, Stenson Road, Coalville, Leicestershire, LE67 4JP.
- Telephone - 01530276000

We have appointed a Data Protection Officer to oversee our compliance with this privacy policy. Our Data Protection Officer is Kasandra Silcott. If you have any questions about this privacy policy or how we handle your personal information, please contact our Data Protection Officer using the details above.