



Privacy Policy

1. Introduction

This Policy details our commitment to protecting the privacy of individuals who visit our Websites (as herein defined) (“Website Visitors”), who register to use our Services, or who attend or register to attend sponsored events or other events at which Abbeyfield Braintree, Bocking and Felsted Society participates. For the purposes of this Policy, the term, “Websites”, shall refer collectively: <http://www.abbeyfieldatbraintree.co.uk>

2. Scope Of This Policy

In relation to this Policy, personal information means information relating to an identified or identifiable natural person. An identifiable person is one who can be identified, directly or indirectly.

With the exception of tenancy information (as defined below) and other information we collect in connection with your tenancy into our Services (as defined below), this Policy does not apply to our security and privacy practices in connection with your access to and use of the products and services which we market for subscription on our Websites (our “Services”). These security and privacy practices, including how we protect, collect, and use electronic data, communications or other materials submitted to and stored within the Services by You (“Service Data”), are detailed in and governed by Infotech 24/7 - Terms and Condition <http://www.infotech.studio\\terms>

We collect information under the direction of our tenancy agreements and have direct relationships with individuals whose personal information we process. We may transfer personal information to companies that help us provide our emergency response service. Transfers to subsequent third parties for these purposes are governed by a Service Agreement.

3. Information That You Provide To Us

We ask for and collect personal information about you such as your name, address, phone number and email address.

We refer to any information described above as “Personal Information” for the purposes of this Policy. By [voluntarily] providing us with Personal Information, you represent that you are the owner of such personal data or are otherwise permitted to provide it to us.

4. Information That We Collect From You On Our Website

We partner with third parties to manage our advertising on our website. Our third party partners may use technologies such as cookies to gather information about your activities on our Website and other sites in order to suggest advertisements based upon your previous browsing activities.

We use Local Storage Objects such as HTML5 to store content information and preferences. Various browsers may offer their own management tools for removing HTML5 LSOs. For further information on how to manage Flash LSOs please [click here](#).

5. How We Use Information That We Collect

We use the information we collect about you (including personal information, to the extent applicable) to:

The information we require from you is used to manage your tenancy between you and Abbeyfield. Please read your contract carefully for specific details as ‘performance of a contract’ is usually the legal basis for Abbeyfield processing your information and carrying out our activities.

The processing activities we conduct can be summarised as:

- Managing your account charges and payments, including arrears.
- Managing the repairs, maintenance and adaptations of our properties.
- Ensuring tenancy (or contract) conditions are complied with, such as dealing with anti-social behaviour or fraud.
- Complying with relevant legislation and regulation.

ABBFS conducts surveys periodically relating to our services in order to gauge satisfaction and areas, based on feedback, where improvements may be made.

ABBFS operates a range of information systems and technologies. Personal information is stored and managed within those systems which are maintained to achieve a high level of confidentiality, integrity following best practice cyber security solutions. The information we hold within our IT systems may be copied for testing, backup, archiving and disaster recovery purposes. All data is held within the UK and is hosted by EN Trust.

Abbeyfield has a number of volunteers who may assist with the running of our home[s] or provide assistance to residents. Where your personal information is needed by the volunteer(s), we will always notify you about the voluntary offering being provided.

Much of the data we use relates to our properties and their maintenance and repair. We do not consider property information used in conjunction with the property address to be your personal information. For example, the age of the kitchen, results from an asbestos survey, planning to replace windows or a repair to a tap.

We are usually happy to provide you with answers to questions you may have about the home you are living in and work done to it.

As soon as your name, contact details or other personal information is used in conjunction with property information, such as to complete a property repair visit, then this is treated as personal information.

6. Sharing Of Information Collected

Abbeyfield needs to communicate with our residents and this will usually be in person or in writing. Our residents receive information about what is going on within the house(s) via the information boards located in each house.

We will only discuss or communicate your tenancy or lease details with those named on the agreement or those authorised (temporarily or permanently) by you. You can authorise someone temporarily verbally over the phone or permanently in writing.

Abbeyfield shares limited personal data with our contractors who are carrying out services on our behalf. Our contractors are required to comply with the law and our own Data Processing Agreement to ensure data is managed appropriately, including to run our 'out-of-hours emergency response.

Abbeyfield may need to share personal information with government departments and agencies, with our regulator and auditors, with medical professionals or with other organisations and agencies where we are legally allowed to do so.

Information relating to a tenancy or lease agreement will be kept for as long as the agreement is active or where money is owed on the account, and for a period not exceeding six years

afterwards. The basic history of who held a tenancy at which property and when will be held indefinitely.

We will not send you unsolicited marketing material. We will not sell your personal data on to third parties.

We will not pass on your personal data to unrelated third parties unless we are allowed or required to do so by law or we have your explicit permission to do that.

We will not transfer or store your personal data outside of Europe (the European Economic Area) outside of the control of the UK / European regulations.

7. How Long We Retain Your Personal Information

Upon request we are able to provide you with information about any of your personal information we hold. To request this information please contact us at gdpr@abbeyfield@braintree.co.uk Information may be updated or information can be changed by contacting us on admin@abbeyfieldatbraintree.co.uk To make a request to have personal information maintained by us returned to you or removed, please email gdpr@abbeyfieldatbraintree.co.uk

An individual who wishes to access, or seeks to correct, amend, or delete inaccuracies in personal information stored or processed by Abbeyfield Braintree, Bocking and Felsted Society on behalf of a tenant, will need to direct their query to the data controller. Upon receipt of a request from one of our residents for us to remove the data, we will respond to their request within thirty (30) days. We retain personal information that we store and process on behalf of our residents for as long as needed in order to provide our Services. We will retain and use this personal information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

The security of your personal information is important to us. We follow generally accepted standards to protect all of the personal information submitted to us, both during transmission and once it is received. If you have any questions about the security of your personal information, you can contact us at: gdpr@abbeyfieldatbraintree.co.uk

8. Changes To This Policy

If there are any material changes to this Policy, you will be notified by our posting of a prominent notice on the Website and within each of our properties prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices. Your continued use of the Website or the Services constitutes your agreement to be bound by such changes to this Policy. Your only remedy, if you do not accept the terms of this Policy, is to discontinue use of the Websites and the Services.

9. Contact Us

If you have questions regarding this Policy or about Abbeyfield Braintree Bocking and Felsted Society's privacy practices, please contact us by email at:

gdpr@abbeyfieldatbraintree.co.uk or at:

Michele Quaipe MBE
Operations Manager
Great Bradfords House
159 Coggleshall Road
Braintree
CM7 9GD