

## Community Housing & Therapy Website Privacy Notice

### Introduction

This Privacy Policy [together with our website terms and conditions] sets out how we collect personal information from you and how the personal information you provide will be processed by us. By visiting the website at [cht.org.uk](http://cht.org.uk) (the “Website”) you are accepting and consenting to the practices described in this Privacy Policy. If you do not consent, please do not submit any personal data to us.

### Information you give Community Housing & Therapy

You may give us information about you by completing enquiry forms on the website or by requesting marketing information via the website. The information you give us may include your name, email address, address/location and phone number.

We will retain this information while we are corresponding with you (usually within 24 hours, unless over the weekend or public holidays) or providing services to you or to a Resident you represent. We will retain this information until we have contacted you and determined whether we can be of service of you, at which point your data will either be destroyed if we cannot be of service or placed in our secure contact book until further action such as an admission or pre-assessment is performed.

### Information Community Housing & Therapy collects about you

Community Housing & Therapy may collect the following information from you when you visit the website:

Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform; and Information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from the website (including date and time), pages you viewed or searched for, page response times, website errors, length of visits to certain pages, page interaction information, methods used to browse away from the page and any phone number used to call our helpline.

We retain this information for 1 month for website analytic monitoring.

### **Information we receive from other sources**

This includes information we receive about you when you use other websites operated by us or other services we provide. This information may include your name, email address, postal address and phone number. We will retain this information while we are corresponding with you (usually within 24 hours, unless over the weekend or public holidays) or providing services to you or to a Resident you represent. We will retain this information until we have contacted you and determined whether we can be of service of you, at which point your data will either be destroyed if we cannot be of service or placed in our secure contact book until further action such as an admission or pre-assessment is performed.

### **Community Housing & Therapy may use information we receive and/or collect about you to:**

Fulfil our obligations under any contract we have entered in to with you or with a Resident you represent, and to provide you or the relevant Resident with information or services you or the Resident has requested.

Send you newsletters and marketing information if you have consented to us doing so

Notify you of services we feel may interest you. Monitor website usage and provide statistics to third parties for the purposes of improving and developing the website and the services we provide via the website.

### **Community Housing & Therapy processes personal information for certain legitimate business purposes, which include some or all the following:**

Where the processing enables Community Housing & Therapy to enhance, modify, personalise or otherwise improve the website, its services or communications. To identify and prevent fraud. To enhance the security of Community Housing & Therapy's network and information systems. To better understand how people interact with Community Housing & Therapy's websites. To administer the website and carry out data analysis, troubleshooting and testing; and to determine the effectiveness of promotional campaigns and advertising. Where we are processing personal data we have obtained via the website on the basis of having obtained consent from you, you have the right to withdraw your consent to the processing of your personal data at any time. If you would like to withdraw your consent or prefer not to receive any of the above-mentioned information (or if you only want to receive certain information from us) please let us know by contacting us at [co@cht.org.uk](mailto:co@cht.org.uk). Please

bear in mind that if you object, this may affect our ability to carry out the tasks above for your benefit.

If you wish to have your information removed from our database or if you do not want us to contact you for marketing purposes, please let us know by clicking the “Unsubscribe” option in any email we send to you and providing the details requested or by contacting us at [co@cht.org.uk](mailto:co@cht.org.uk) and we will take steps to ensure that this information is deleted as soon as reasonably practicable.

We will not share, sell or distribute any of the information you provide to us, without your prior consent, unless required to do so by law.

### **Third Party sites**

Our website may contain links to third party websites, including websites via which you are able to purchase products and services. They are provided for your convenience only and we do not check, endorse, approve, or agree with such third-party websites nor the products and/or services offered and sold on them. We have no responsibility for the content, product and/or services of the linked websites. Please ensure that you review all terms and conditions of website use and the Privacy Policy of any such third-party websites before use and before you submit any personal data to those websites.

### **How safe is your information?**

Protecting your security and privacy is important to us and we make every effort to secure your information and maintain your confidentiality in accordance with the terms of the Data Protection Legislation. The website is protected by various levels of security technology, which are designed to protect your information from any unauthorised or unlawful access, processing, accidental loss, destruction and damage.

We will do our best to protect your personal data but the transmission of information via the Internet is not completely secure. Any such transmission is therefore at your own risk.

### **Disclosure of information**

We may share your personal information within Community Housing and Therapy. We may share your information with selected third parties including:

Business partners, suppliers and sub-contractors for the performance of any contract we enter with them or you.

**Please note we may need to disclose your personal data where we:**

Sell any or all our business or assets or we buy another business or assets in which case we may disclose your personal data to the prospective buyer or seller

Are under a legal duty to comply with any legal obligation or to enforce or apply our terms and conditions; or

Need to disclose it to protect our rights, property or the safety of our customers or others, including the exchange of information with other companies, organisations and/or governmental bodies for the purposes of fraud protection and credit risk reduction.

**Where we store your personal data**

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (“EEA”) to be uploaded to the website’s server which may be outside the EEA. By submitting your personal data, you agree to this transfer, storing or processing. Community Housing & Therapy will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy. If a finding of adequacy hasn’t been made by the EC Commission in respect of the country to which the data is transferred, we will only transfer it where there are appropriate safeguards in place, including the use of EU standard contractual clauses or an intragroup agreement.

**Your rights in respect of your data**

If any of the information you provide to us via the website changes, please let us know as soon as possible so that we can make the necessary changes to the information we hold for you on our database. If you wish to make any changes to your information, please contact us at [co@cht.org.uk](mailto:co@cht.org.uk).

If you wish to access or rectify the information we hold about you, or request that such information be transmitted directly to another data controller, please contact us at [co@cht.org.uk](mailto:co@cht.org.uk). We shall process your request to access your information within one month of receipt, or we’ll let you know within that timeframe if we need more information from you. We will process your request free of charge.

To request that your information is deleted or if you wish to restrict or object to the processing of your information, please contact us at [co@cht.org.uk](mailto:co@cht.org.uk).

If you have any complaints about our use of your personal data, please contact us. You also have the right to complain to the relevant supervisory authority in your jurisdiction. In the UK,

the supervisory authority is the Information Commissioner's Office. Contact details for the ICO can be found at <https://ico.org.uk/>.

If you have any further queries or comments on our Privacy Policy, please contact us at [co@cht.org.uk](mailto:co@cht.org.uk). or you can write to us at Community Housing & Therapy, VOX Studios (WG10), 1-45 Durham Street, London, SE11 5JH

We also welcome your views about our website and our Privacy Policy.