PRIVACY NOTICE

BACKGROUND:

Farraday House understands that your privacy is important and is committed to protecting your personal data. We respect and value the privacy of all of residents, applicants, visitors, staff and others who interact with us.

This Privacy Notice explains how we collect, use, store and protect your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 and other applicable data protection legislation.

1. Information About Us

Data Controller: Farraday House Ltd

Registered Address: Cottam Street, Bury, BL8 1QQ

Registered in England No 00715471

Registered Charity Number: 223716

Telephone: 0161 761 2964 Email: admin@farradayhouse.co.uk

2. What Does This Privacy Notice Cover?

This Privacy Information explains:

- What personal data we collect;
- How we collect and use your personal data;
- How long we keep your personal data;
- Your rights under data protection law;
- How you can contact us regarding your personal data.

3. What is Personal Data?

Personal data means any information relating to an identified or identifiable individual. This may include information such as your name, address, contact details, financial information and other information that identifies you directly or indirectly.

4. Your Rights

Under the UK GDPR, you have the following rights:

- The right to be informed about how we use your personal data;
- The right to access the personal data we hold about you;
- The right to request correction of inaccurate or incomplete personal data;
- The right to request deletion of your personal data in certain circumstances;
- The right to object to us using your personal data for a particular purpose or purposes;
- The right to data portability where applicable. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases;
- Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

If you wish to exercise any of these rights, please contact us using the details in Section 12.

You also have the right to complain to the Information Commissioner's Office (ICO) if you believe your personal data has been handled unlawfully.

5. What Personal Data Do You Collect?

Depending on your relationship with us, we may collect some or all of the following information:

- Name, date of birth and gender;
- Postal address, email address and telephone number;
- Emergency contact details;
- Identification documents, such as passport or driving licence details;
- Financial information necessary for tenancy, occupation or payment arrangements;
- Bank account details for payment processing;
- Information relating to your application for accommodation;
- Details of support needs, mobility requirements or other relevant information that helps us determine if accommodation is suitable and support services that may be available;
- Correspondence and communications between you and Farraday House;
- Records of incidents, complaints and/or safeguarding concerns where relevant;
- Information about how you heard about our services.

We may collect data directly or from authorised third parties such as:

- Family members or representatives acting on your behalf;
- Local Authorities;
- Social Services;
- Healthcare professionals where relevant and appropriate;
- Other organisations involved in supporting your accommodation needs.

6. How Do We Use Your Personal Data?

We will only process your personal data where we have a lawful basis to do so.

We may use your personal data for the following purposes:

- Assessing applications for accommodation;
- Providing accommodation;
- Managing occupation agreements and payments;
- Communicating with residents, applicants and authorised representatives;
- Responding to enquiries and complaints;
- Maintaining the safety, security and wellbeing of residents and visitors;
- Managing safeguarding concerns where appropriate;
- Meeting our legal and regulatory obligations;
- Improving our services and administration;
- Maintaining financial and accounting records.

The lawful bases we rely on may include:

- Performance of a contract;
- Compliance with a legal obligation;
- Legitimate interests;
- Consent, where required by law.

Where we may process category personal data, including information relating to health, disability or care needs, we will only do so where permitted under Article 9 of the UK GDPR, including where processing is necessary for the provision of health or social care, safeguarding, or with your explicit consent where required.

7. How Long Do We Keep Personal Data?

We will retain personal data for as long as necessary to fulfil the purposes for which it was collected, including legal, regulatory, accounting and administrative requirements.

Where personal data is no longer required, it will be securely deleted or destroyed.

8. How Do We Store and Protect Personal Data?

We take appropriate technical and organisational measures to protect personal data from unauthorised access, disclosure, loss, misuse or alteration.

These may include:

- Secure electronic systems;
- Password protected devices and records;
- Restricted access to personal information;
- Staff confidentiality obligations;
- Secure storage and disposal procedures.

Personal data is normally stored and processed within the United Kingdom.

If personal data needs to be transferred outside the UK, we will ensure appropriate safeguards are in place as required by law.

9. CCTV Monitoring

Farraday House operates CCTV systems in communal and external areas of the premises for the purposes of maintaining the safety and security of residents, visitors, staff and property, preventing and detecting crime and anti-social behaviour, assisting with safeguarding responsibilities and investigating incidents where necessary.

CCTV is not used in private living accommodation or other areas where individuals would expect complete privacy.

CCTV recordings are stored securely and are accessible only to authorised persons who require access for legitimate purposes. Recordings will be retained only for as long as necessary and in accordance with retention procedures, unless they are required in connection with an investigation, legal proceedings, or a legal obligation.

Appropriate signage is displayed to inform residents, visitors and staff that CCTV is in operation.

10. Who Do We Share Personal Data With?

We may share personal data where necessary and lawful to do so.

Recipients may include:

- Local Authorities;
- Social Services departments;
- Healthcare professionals, where appropriate;

- Emergency services;
- Professional advisors, including legal and financial advisers;
- Insurers;
- Regulators and government authorities;
- Contractors and service providers who support our operations, including IT and administrative service providers.

Any third parties processing personal data on our behalf are required to keep it secure and use it only for authorised purposes.

We may also disclose personal data where required by law or where necessary to protect the safety, rights or wellbeing of residents, staff or others.

11. Accessing Your Personal Data?

You have the right to request access to the personal data we hold about you.

Requests should be made in writing using the contact details provided below.

We will normally respond within one month of receiving your request. In certain circumstances, where permitted by law, this period may be extended by up to two additional months.

There is generally no charge for making a request unless it is manifestly unfounded or excessive.

12. Contact Us

If you have any queries about this Privacy Notice or wish to exercise your data protection rights, please contact:

Email: admin@farradayhouse.co.uk

Telephone: 0161 761 2964

Postal Address: Farraday House Ltd, Cottam Street, Bury, BL8 1QQ

13. Changes to this Privacy Notice

We may change this Privacy Notice from time to time to reflect changes in our services, legal obligations or the way we process personal data.

The latest version will always be available on our website:

Privacy Notice last updated: June 2026