

OPORTUNITAS LIMITED

PRIVACY NOTICE

Oportunitas

Your privacy is important to Oportunitas Limited. We aim for full transparency on how we gather, use, and share your personal information in accordance with the Data Protection legislation.

In this notice, we use the terms "we", "us" and "our" to refer to Oportunitas Limited, and "you" and "your" to refer to you, our customer

We are registered as a data controller with the Information Commissioner under reference ZA800308. Our registered office is Civic Centre, Castle Hill Avenue, Folkestone, Kent CT20 2QY.

If you have any concerns about how we are handling your personal data, these can be raised with our Data Protection Officer: The Data Protection Officer is an external appointment; the contact details are:-

Data Protection Officer
Folkestone and Hythe District Council
Civic Centre,
Castle Hill Ave.
Folkestone,
Kent CT20 2QY

Email: data.protection@folkestone-hythe.gov.uk

We keep our privacy notice under regular review and we will place an updated version on this page. This will help ensure that you are always aware of what information we collect and how it is used.

Personal information

Personal information can be anything that identifies and relates to a living person. This can include information that when put together with other information can then identify a person. For example, this could be your name and contact details.

Some of your personal information might be sensitive

Some information falls within "special categories of personal data" this means that it needs more protection due to its sensitivity. It's often information you would not want

widely known and is very personal to you. This is likely to include anything that can reveal your:

- sexuality and sexual health
- religious or philosophical beliefs
- ethnicity
- physical or mental health
- trade union membership
- political opinion
- genetic/biometric data
- criminal history

Why do we need your personal information?

We need to use some information about you to: undertake the work or provide the service you have contracted us to undertake or provide.

This includes information necessary to enter into or manage a tenancy contract for rental properties.

We may not be able to provide you with the work or service unless we have enough information, or your permission to use that information.

What do we do with the personal information collected?

We require the information to understand your requirements and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our works and services.
- We may use the information to communicate with contracted lettings agents and review their performance.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

Use of personal data.

We only collect and use personal information if we need the information to undertake the work or provide the service you have requested. If we do not need personal information or we already have it you will not be asked for it.

We make use of estate agents in order to manage our rental properties. These companies provide a fully managed tenancy service on behalf of Oportunitas. Each agent maintains their own separate privacy notice to explain how exactly your data is managed during your tenancy:

- Smith Woolley: for further privacy information, [see here](#).
- Reeds Rains: for further privacy information, [see here](#).

We do not sell your personal information to anyone else.

Your rights

The law gives you a number of rights to control what personal information is used by us and how it is used by it. Tenant information will be held jointly by Oportunitas and our contracted lettings agents, and any requests will be shared between both entities unless you ask us not to.

You can ask for access to the information we hold on you

You have the right to ask for all the information we have about you. Please contact the Board Administrator, Gavin Edwards via info@oportunitas.co.uk or by using the enquiry form on our website if you want to make a request.

You can ask for information to be changed if you think is inaccurate

You should let us know if you disagree with something about you.

We may not always be able to change or remove that information but it will correct factual inaccuracies and may include your comments in the record to show that you disagree with it.

You can ask to for information to be erased

In some circumstances you can ask for your personal information to be erased, for example:

- Where your personal information is no longer needed
- Where you have removed your consent for us to use your information
- Where deleting the information is a legal requirement

Where your personal information has been shared with others, we will do what it can to make sure those using your personal information comply with your request for erasure.

Please note that we cannot delete your information where:

- We are required to have it by law

- it is used for freedom of expression
- it is used for public health purposes
- it is for, scientific or historical research, or statistical purposes where it would make information unusable
- it is necessary for legal claims

You can ask us to limit what it uses your personal data for

You have the right to ask us to restrict what we use your personal information for where:

- you have identified inaccurate information, and have told us about it
- where we have no legal reason to use that information but you want the us to restrict what it uses the information for rather than erase the information altogether

If the data has been disclosed to others, then we will notify those recipients about the restrictions (unless this is impossible or involves disproportionate effort).

We must notify you before lifting a restriction.

You can ask to have your information moved to another provider (data portability)

You have the right to ask for your personal information to be given back to you or another service provider of your choice in a commonly used format. This is called data portability.

Right to object

You have right to object to:

- processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling);
- direct marketing (including profiling); and
- processing for purposes of scientific/historical research and statistics.

We must stop processing your personal data if you object unless:

- we can demonstrate compelling legitimate grounds for the processing, which override your interests, rights and freedoms of the individual; or
- the processing is for the establishment, exercise or defence of legal claims.

We must stop processing personal data for direct marketing purposes as soon as it receives an objection.

You can make an objection by contacting the Board Administrator.

Rights related to automated decision making including profiling

Although unlikely to be the case you can ask to have any computer made decisions explained to you, and details of how we may have 'risk profiled' you.

If you have concerns regarding automated decision making, or profiling, please contact the Board Administrator who will be able to advise you about how we are using your information.

Who do we share your information with?

We share your personal information with Folkestone and Hythe District Council who we contract to undertake the works and provide the services. We have an agreement in place to make sure that the council complies with data protection law.

We will complete a privacy impact assessment (PIA) before it share personal information to make sure we protect your privacy and comply with the law.

Sometimes we have a legal duty to provide personal information to other organisations.

We may also share your personal information when we feel there's a good reason that's more important than protecting your privacy. We may share your information:

- in order to find and stop crime and fraud;
- if there are serious risks to the public or employees;
- to protect a child; or
- to protect adults who are thought to be at risk, for example if they are frail, confused or cannot understand what is happening to them

For all of these reasons the risk must be serious before we can override your right to privacy.

How does we protect your information?

We do what we can to make sure we hold records about you (on paper and electronically) in a secure way, and we will only make them available to those who have a right to see them.

Where is your information?

The majority of personal information is stored on systems in the UK. But there are some occasions where your information may leave the UK either in order to get to another organisation or if it is stored in a system outside of the EU.

There are additional protections on your information if it leaves the UK ranging from secure ways of transferring data to ensuring that there is a robust contract in place with that third party.

How long do we keep your personal information?

Your information will generally be kept for six years from the completion of the works or services.

Where can I get advice?

If you have any worries or questions about how your personal information is handled please contact the Data Protection Officer at data.protection@folkestone-hythe.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

Alternatively, visit ico.org.uk or email casework@ico.org.uk.