



Novus Homeshare

Privacy Notice

1. Introduction

We, Novus Homeshare, are the ‘controllers’ of the information which we collect about you (‘personal data’). Being controllers of your personal data, we are responsible for how your data is processed. The word ‘process’ covers most things that can be done with personal data, including collection, storage, use and destruction of that data.

This notice explains why and how we process your data, and explains the rights you have around your data, including the right to access it, and to object to the way it is processed. Please see the section on ‘Your rights as a data subject’ for more information.

We are a Charitable Company and our contact details are:

Address:	376-378 Pinner Road, North Harrow, Middlesex, HA2 6DZ
Email:	admin@novus-homeshare.org.uk
Telephone number:	0330 088 2225

2. Personal data

‘Personal data’ is any information that relates to a living, identifiable person. This data can include your name, contact details, and other information we gather as part of our relationship with you.

It can also include ‘special categories’ of data, which is information about a person’s race or ethnic origin, religious, political or other beliefs, physical or mental health, trade union membership, genetic or biometric data, sex life or sexual orientation. The collection and use of these types of data is subject to strict controls. Similarly, information about criminal convictions and offences is also limited in the way it can be processed.

We are committed to protecting your personal data, whether it is ‘special categories’ or not, and we only process data if we need to for a specific purpose, as explained below.

We collect your personal data mostly through our contact with you, and the data is usually provided by you, but in some instances we may receive data about you from other people/organisations. We will explain when this might happen in this Notice.

3. Your data and how and why we process it

In general terms, we process your data in order to manage our relationship with you. The table below lists more specific purposes for processing your data, and the legal basis for each type of processing.

Data processing	Legal basis for processing
<p><i>We process your data in order to provide you with relevant information, advice and support in line with our Charitable Objectives.</i></p> <p><i>We process your contact details and any details you provide to us about your circumstances such as financial information and your preferences regarding how you prefer to be contacted.</i></p> <p><i>We also process some special categories of data such as details of your race, ethnicity and any illnesses or disabilities which you may have told us about.</i></p> <p><i>We do not collect data about you from 3rd parties but we may store data about you which you have asked us to obtain from 3rd parties on your behalf such as from the council, Housing Care or Homeshare UK website.</i></p>	<p><i>In order to provide you with the information, advice and support which is the main purpose of our work, we process your data on the basis of our legitimate interest in providing this service to you.</i></p> <p><i>The legitimate interests are providing relevant and timely information, advice and support to those who are currently in a Homeshare match or are looking to take part in the scheme.</i></p> <p><i>Any special category data that we process about you is done so on the basis of a legitimate interest and is carried out in the course of our legitimate activities with appropriate safeguards as a not-for-profit body.</i></p>

At times, we may further process data which we have already collected. We will only do this if the new purpose for processing it further is compatible with the original purpose that the data was collected for. We will tell you about any further processing before carrying it out.

4. Who we share your data with

For some processing purposes we share your data with third parties. This is a list of the information we may share with external recipients, and for what purpose:

Recipients of your data	Purpose for sharing
<p>Contact Management Database service providers e.g. Charitylog.</p>	<p><i>We keep your personal data on a contact management database in order for us to provide you with information, advice and support services in line with our charitable objectives. Your data is effectively shared with the providers of the database software and we take necessary steps to determine that your data is kept safe and is not shared further with any 3rd parties.</i></p>
<p>Accountancy software service providers e.g. Quickbooks</p>	<p><i>If you pay for services, make a donation or have any financial interactions with us we may process your data using financial accountancy software such as Quickbooks in order to provide you with information, advice and support services which your financial transactions relate to in line with our charitable objectives.</i></p>

5. How we store your data

Your personal data is held in both hard copy and electronic formats.

Electronic data, including emails, is stored on our 3rd party servers, which are located in the UK on our software suppliers' servers.

6. How long we keep your data

Information about how long we process your data for can be provided on request.

Some retention periods are based on legal requirements while others take into account practical needs to keep the data.

Once the applicable retention period expires, unless we are legally required to keep the data longer, or there are important and justifiable reasons why we should keep it, we will securely delete the data.

We may retain your personal data for as long as is necessary to undertake our charitable activities and to protect our legal interests (for example where required by relevant authorities, or for a reasonable legal limitation period after we have ceased providing services and support to you or undertaking activities with you or as otherwise stated to you when your data is collected, or for such period as we reasonably consider appropriate in connection with our relationship with you or for record-keeping and archival purposes.

7. Cookies on our website

Cookies are small files which websites store on your computer and which contain various types of information about your visit to a website. They are not viruses or malicious software but they are generally aimed at providing you with a good experience when browsing a site by, for example, remembering your preferences so that you do not need to reset them every time you visit the website.

Cookies can record information about how you browse the internet. They can therefore be used by websites to advertise goods and services which, based on your browsing history, are similar to goods and services which you have previously searched online. This is why some users reject or delete cookies.

Cookies normally expire after a length of time which can vary from a few minutes to more than a year. Some cookies are 'session cookies' which are deleted when you close your internet browser or after a period of inactivity. Others are 'persistent cookies' which remain on your computer until their expiration date.

We do not store cookies on your computer without your consent, unless they have the sole purpose of carrying out the transmission of communications or they are strictly necessary for providing an online service.

You may restrict or block cookies which are set by any website through your browser settings. Your browser settings also allow you to clear your browsing history and delete cookies. Information about how you can do this can be found on this link <https://ico.org.uk/for-the-public/online/cookies>. Mobile devices may have their own settings and you need to refer to the manual of the device.

Please note that restricting or disabling cookies may impact the functioning of parts of our website.

Our website uses the following cookies:

Cookie name	Life span	Purpose
_ga	2 years	Used to distinguish users.
hs	Session	Security
svSession	Permanent	Creates activities and BI
XSRF-TOKEN	Persistent Cookie	Security

8. Your rights as a data subject

As a data subject, you have the following rights in relation to your personal data processed by us:

- To be informed about how your data is handled;
- To gain access to your personal data;
- To have errors or inaccuracies in your data changed;
- To have your personal data erased, in limited circumstances;
- To object to the processing of your personal data for marketing purposes or when the processing is based on the public interest or other legitimate interests;
- To restrict the processing of your personal data, in limited circumstances;
- To obtain a copy of some of your data in a commonly used electronic form, in limited circumstances;
- Rights around how you are affected by any profiling or automated decisions.

9. Withdrawing consent

If we are relying on your consent to process your data, you may withdraw your consent at any time.

10. Complaints to the Information Commissioner

You have a right to complain to the Information Commissioner's Office (ICO) about the way in which we process your personal data. You can make a complaint on the ICO's website <https://ico.org.uk/>.

11. Exercising your rights, queries and complaints

For more information on your rights, if you wish to exercise any right or for any queries you may have or if you wish to make a complaint, please contact us and ask for the Homeshare manager – 033 0088 2225 or admin@novus-homeshare.org.uk.