



Privacy Notice

At 4 Towers TMO we take your privacy very seriously.

You have or will provide personal information as part of the requirements of being a tenant/joint tenant or a leaseholder. This is to enable us to support you whilst you are living at 4 Towers TMO and to enable us to share and process information in regard to your tenancy or as leaseholder to provide you with information. The information you have given us also helps us to be efficient in responding to your concerns or complaints.

You have provided personal information to receive services, those arranged by us and with other organisations such as Birmingham City Council, our contractors and other statutory groups we work with.

We will only use this information for these purposes and will never pass your details to any other organisations.

Other Services

From time to time we would like to tell you about other services arranged by us that will be useful to you. Please let us know if you do not wish to receive this.

Data held

Data is categorised Personal Data and Sensitive Personal Data (also known as 'Special Category Data') In relation to the data we hold, you have the rights to: obtain a copy; rectify any mistakes; request erasure; restrict processing; request data portability; object to processing and automated decision making or profiling.

You may request us to stop sending you information at any time, but we will keep you on our mailing list until you request this or until your tenancy with us ceases or as leaseholder you wish to withdraw contact. The other circumstance where your personal data may be held is where there is a lawful basis to do so.

If you wish to make a complaint our Complaints Procedure can be accessed from the office.

How do we collect information from you?

We obtain information about you when signed up for the tenancy or as leaseholder when you contacted us.

What type of information is collected from you?

The personal information we collect includes your name, address and date of birth.

Sensitive Data

Refers to data that includes details about your physical or mental health, race, ethnicity, religious or philosophical beliefs, and sexual orientation. We require your explicit consent for processing sensitive data, so when you submit your details you will be asked to provide your consent for this processing.

Where we are required to collect personal data by law, or under the terms of the Conditions of Tenancy we will only use your data for the purpose it was collected.

How is your information used?

- Carry out statutory obligations.
- To see your view on the service we provide.
- To notify you of any changes.
- To send you communications which you have requested.

Who has access to your information?

We will not sell your information to third parties.

Your Legal Rights

Under data protection laws you have rights in relation to your personal data. These rights include the right to request access, correction, erasure, restriction, transfer to object to processing, to portability of data and where the lawful ground of processing is consent, to withdraw consent.

Data Security

We have put in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed or accessed without authorisation. We also allow access to your personal data only to employees and partners (Birmingham City Council and our Contractors) who have a business need to use such data.

They will only process your personal data on our instructions and they must keep it confidential. Procedures are in place to deal with any breach and we will notify you and any applicable regulator of a breach if we are legally required to do so.

Data Retention

We will only retain your personal data for as long as necessary to fulfil the purpose we collected it for, including the purpose of satisfying any legal or reporting requirement.