

Privacy Policy

This privacy notice explains what will be done with personal information. The policy is explained under the following headlines.

- Contact details.
- What information we collect, use, and why.
- Lawful bases and data protection rights.
- Where we get personal information from.
- How long we keep information.
- Who we share information with.
- How to complain.

Contact details

Postal Address

Telephone

Email shackletonvillagera@outlook.com

What information we collect, use, and why

We collect or use the following personal information to comply with legal requirements:

- Name
- Contact information

We collect or use the following personal information to ensure we can carry out the residence associations activities. This will cover the following groups of people: Committee members, volunteers and supporters.

- Names and contact details
- Addresses
- Details of work experiences, skill sets, and availability.

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. Read more about the right of access.
- Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. Read more about the right to rectification.
- Your right to erasure - You have the right to ask us to delete your personal information. Read more about the right to erasure.
- Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information. Read more about the right to restriction of processing.
- Your right to object to processing - You have the right to object to the processing of your personal data. Read more about the right to object to processing.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. Read more about the right to data portability.
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time. Read more about the right to withdraw consent.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to comply with legal requirements are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information is to allow us to carry out the residence associations activities.

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Where we get personal information from

- Directly from you

How long we keep information

We safely dispose of the information as soon as you decide not to continue to be a member of the committee, a volunteer or a supporter of the Residence Association.

Who we share information with

From time to time, individuals contact the Committee to ask us to help them resolve as issue they are having with Cala/Bovis/housing association or other local services.

- We will request explicit, signed consent before sharing any personal details with Cala/Bovis/housing association or any other relevant third party.
- We will not keep information relating to an individual's personal situation for any longer than is necessary for the purpose of providing them with the support they have requested.
- Details relating to the individual's circumstances will be treated as strictly confidential within the committee unless the individual has given explicit consent to the contrary.
- Organisations we need to share information with for safeguarding or Health and Safety reasons.

The committee needs to be in contact with one another in order to run the organisation effectively and ensure its legal obligations are met.

- Committee contact details will be shared among the committee.
- Committee members will not share each other personal contact details with anyone outside of the committee, or use them for anything other than residents' association business, without explicit consent.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Document signed off by the Residents Association committee 12th June 2026

Revision A

Review Date 11th June 2027