

Privacy Notice (Summary)

Wythenshawe Community Housing Group, including Garden City Homes and community centres, is committed to protecting your privacy. This summary tells you how we use your personal data and your rights.

[Read our full Privacy Notice.](#)

Why we collect your information

We collect personal data to:

- Manage housing applications, tenancies, and leases
- Deliver care and support services
- Maintain and repair homes
- Understand your needs and tailor services
- Prevent fraud and illegal subletting
- Keep our communities safe (e.g. CCTV)
- Promote social and community inclusion
- Meet legal and regulatory obligations

What information we collect

We may collect:

- Your name, address, and contact info
- National Insurance number, income, benefits, and bank details
- Details about your household, health, accessibility, ethnicity, and religion
- Proof of ID, photographs, and emergency contact details
- Communication and service feedback (including call recordings)
- Images from CCTV and data from online cookies
- Education/employment background if you use our extra support services

Special category data (e.g. health or ethnicity) is only collected when necessary. It is collected with your explicit consent or where legally required.

Keeping your information up to date

We regularly check the information we hold about you is correct. This includes your contact details, household members, or support needs. This is so we can deliver the right services.

We do this under our legal duties, tenancy agreements, and legitimate interests. Sometimes we use secure AI tools (e.g. Microsoft Copilot) to spot missing or out-of-date data. These tools don't make decisions, a trained colleague always reviews the results.

Your data stays protected. It's only accessed by authorised colleagues, and isn't shared with external companies.

[Read our Data Quality Privacy Notice.](#)

Our legal grounds for using your data

We'll only use your data when we have a legal reason to. These include:

- Contractual obligations, for example, managing your tenancy
- Legal obligations, for example, for fraud prevention, safeguarding, or health & safety
- Legitimate interests, for example, improving services or engaging with your household
- Consent, for example, for competitions or promotional communications

You can withdraw your consent at any time.

How we'll contact you

We may contact you about:

- Your tenancy, repairs, and service issues
- Events and news in your area
- Opportunities to improve your wellbeing (e.g. training, digital support)

You can opt out of marketing at any time.

Using your data to provide extra support

If you work with our Financial Inclusion team, we'll collect only the details we need to help with your benefit or debt case. This may include your contact info, income details, and (if relevant) medical information.

We'll:

- Only use your data for your case
- Keep it securely for up to 6 years
- Only share it with others if you agree
- Delete it if you withdraw consent

If you're on Universal Credit, we may call to offer help with jobs, training, or starting a business. We use your contact details under legitimate interests.

You can opt out anytime. If you take part, we may share your info with trusted partners. Data is stored securely and deleted when no longer needed.

Who we share your data with

We may share your data with trusted partners, including:

- Maintenance contractors
- Local authorities
- Utility companies and debt recovery agencies
- Health, safeguarding, and fraud prevention teams
- Government regulators (e.g. Regulator of Social Housing)
- Research or audit organisations

We'll always follow data protection law and apply safeguards.

Data security and transfers

We:

- Use secure systems and restricted access
- Ask security questions to confirm your identity
- Never sell your data
- Comply with UK data laws if data is stored or accessed outside the UK

We're Cyber Essentials certified, showing our commitment to protecting your data.

How long we keep your data

We only keep your data as long as needed to meet our legal, contractual, or service requirements. Then we securely delete it.

Please contact informationgovernance@wchg.org.uk if you would like any more information.

Competitions and social media

When you take part in competitions, surveys, or campaigns (including on social media), we use your personal information to:

- Enter and manage your participation
- Contact winners and give out prizes
- Check feedback and improve services

We only collect what's necessary (like your name, age group, or contact info), and we'll keep it secure. If you give permission, we might also contact you about future campaigns, but you can opt out at any time.

[Read our full Competitions and Engagement Privacy Notice.](#)

Website cookies

We use cookies to:

- Improve user experience
- Track website traffic via Google Analytics

- Remember accessibility/language preferences

To manage the cookies we use for these purposes, you can use the buttons on our cookies banner when you use our website. You can also visit www.allaboutcookies.org/manage-cookies/index.html

Your Data Rights

Under UK GDPR, you have rights including:

- To be informed (via this notice)
- To access your data (Subject Access Request)
- To correct or delete your data
- To object or restrict how we use your data
- To move your data (data portability)
- To withdraw consent
- Not to be subject to fully automated decisions (unless required by law)

You also have a right to complain if you feel we aren't protecting your data or are stopping you exercising these rights.

Contact us: complaints&praise@whcg.org.uk

Or write to: Data Protection Officer, Wythenshawe Community Housing Group, 8 Poundswick Lane, M22 9TA

If you're still unhappy, you can contact the Information Commissioner's Office (ICO) and [make a complaint](#).

To find out more about how we support your data rights, please [read our full Data Protection Policy](#).

[Read our full Privacy Notice](#).