

## Privacy Notice - Customer engagement and competitions

### Information you need to know

We use your personal information to run our competitions and social media campaigns. This notice explains how we do that and what your rights are.

Wythenshawe Community Housing Group is the Data Controller for your information and can be contacted at [customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk). For more information on our services, visit: [www.wchg.org.uk](http://www.wchg.org.uk).

### What information are you collecting?

As well as the details we need to enter you into a competition – like your name, contact information, age group, address and type of home – we might also ask what you think of Wythenshawe Community Housing Group and how happy you are with our services.

But don't worry, sharing this extra information won't affect the competition results. It just helps us understand how we're doing.

### Why are you collecting my data?

We collect this information to run the competition fairly and make sure we can give out the prizes.

### How you will use this data?

We keep your personal details safe on our secure system, and only share them with trusted partners who are helping us run the competition. We also report on the results within the organisation to see how the competition is going.

We'll always protect the information you give us, and we'll delete it once the prizes have been handed out.

If you say yes to us using your details for future marketing, we might use some of it to help shout about our community work – but it's your choice, and you can change your mind at any time.

### What is the legal basis for processing my data?

We'll always ask for your permission to use your information for the competition, and you can see this confirmed on the form attached to the competition. The legal basis for this

processing is Article 6 (1) (a) of the UK General Data Protection Regulation (UK GDPR) – Consent.

It's very unlikely we'll need to ask for any sensitive personal details. But if we ever do, as part of a bigger survey for example, we'll be clear about why and will always ask for your permission again.

### **Will you share my data with anyone?**

Sometimes we might need to share specific details about your entry with someone outside of Wythenshawe Community Housing Group – like a panel member helping to judge the competition or a company running a survey for us.

Some competitions might run on social media. If that's the case, we may ask you to send your entry using the channel's secure direct message option or by commenting on a post (e.g. commenting a word or emoji). Please note that any information you share in a comment will be publicly visible, such as your username.

By sending us your information through a direct message, you agree we can download it to our secure system for a short time so the judging panel can review it.

Depending on the circumstances, we may need to publish or make available information that shows that a valid award took place. This is usually the surname and county of the prize-winner.

We keep a close eye on all personal information shared on our social media pages to make sure we're following data protection laws.

If you share personal details about your entry outside of our official pages or groups, we can't control what happens to them.

### **How long will we use my data for?**

We'll keep your personal information for as long as the competition is running, so we can use it to award prizes fairly.

If you say yes to us using your information for marketing, we'll keep it for up to three years. If we ever want to keep it for longer, we'll always check with you first.

### **What are my rights and how can I exercise them?**

You have several rights over your data. These are the:

- right to withdraw consent
- right to be informed (this right is met by this privacy notice)
- right of access to a copy of information we hold about you
- right to correct inaccurate data
- right to delete data if no longer needed
- right to restrict processing

- right to data portability
- right to object to us processing your data

To use any of your data rights, you should get in touch with your usual Wythenshawe Community Housing Group contact in the first instance. If you need further information about how we manage your information in line with the data protection laws, you can contact our Information Governance team at [informationgovernance@wchg.org.uk](mailto:informationgovernance@wchg.org.uk).

If you wish to complain about the way Wythenshawe Community Housing Group has handled your information, you can contact the Group Data Protection Officer at [dataprotection@wchg.org.uk](mailto:dataprotection@wchg.org.uk).

Please visit the data policy of the relevant social media platform if we are hosting the competition there for more information about how that platform manages your information and protects your data rights.

### **Who can I contact for more information or if I have a complaint?**

The Information Commissioner's Office (ICO) is the independent UK body set up to protect information rights in the public interest. The ICO can be contacted on:

- Web: [www.ico.org.uk](http://www.ico.org.uk).
- Tel: 0303 123 1113.
- Post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK95AF.

[Further information on your data rights and why they matter.](#)

