

Circle Voice - Privacy

Circle Housing takes your privacy very seriously. This page is intended to give you all the information you need to be confident that your personal information will be treated appropriately by us.

We may make changes to this Privacy Policy and Website Terms of Use from time to time by updating this page. You should check this page from time to time to ensure you are happy with any changes.

Who are the Data Controllers?

For the purposes of this service, Circle Housing is working in partnership with Vision Critical, which is an organisation specialising in market research.

Circle Anglia Ltd (the Legal name for Circle Housing) includes the following companies, all of which are Data Controllers registered with the Information Commissioner's Office:

Anglia Maintenance Services
Circle 33 Housing Trust
Circle Care and Support (Circle Support)
Circle Living
Invicta Telecare
Mercian Housing Association
Merton Priory Homes

Mole Valley Housing Association
Old Ford Housing Association
Roddons Housing Association
Russet Homes
South Anglia Housing
Wherry Housing Association

What information do we collect?

In order to use Circle Voice you will need to register and give us certain information about yourself and lead tenant/owner if it is not you:

- First name
- Surname
- Date of Birth
- Post code

- Email Address
- Home Telephone Number
- Mobile Number

What do we do with the information we collect?

The information you provide will be used:

- to verify you are a customer of Circle Housing or Centra.
- to register you as a user of Circle Voice and to facilitate your use of the service.
- to verify information we currently hold on our system and where you provide information that we did not previously hold, we will add this to your customer record.
- to record your views on any aspect of the consultation process
- to evidence the results of the consultation process to our regulator

We may contact you in connection with the service by telephone, text, post or email.

We will not use information collected on this site to facilitate any marketing by Circle Housing or any of its partners. We do not sell any data to third parties for any purposes.

With whom do we share this information?

Circle Housing are working in partnership with Vision Critical who provide this service and therefore Vision Critical have access to a limited amount of personal information belonging to our customers to enable them to facilitate the running of the site.

Other than this we will not transfer, disclose, sell, distribute or lease your personal information to third parties, other than where we have your permission to do so or where we are permitted or required to do so by law. For example, we may share information with the Police or our Regulator.

How to get copies of or amend the information we have collected

You may request a copy of the personal information which we hold about you under the Data Protection Act 1998. To make a Subject Access Request please write to the Data Protection Manager using the details below. Please enclose £10 cheque or postal order made payable to Circle Anglia Ltd.

If you think any information we have about you is incorrect or incomplete, please write or e-mail us and we will correct or update this as soon as possible.

Security

We are committed to ensuring that your information is secure. We have put appropriate technical and organisational measures in place to protect against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

Further Information

You can find our more information about Circle Housing and Centra process your personal information at www.circle.org.uk under Privacy and Cookies.

Alternatively, for more information, please contact:

Data Protection Manager
Circle Housing
6 Central Avenue
St Andrews Business Park, Norwich
NR7 0HR
Email: dataprotection@circle.org.uk

For independent advice about data protection, privacy and data-sharing issues, you can contact the Information Commissioner at:

Wycliffe House,
Water Lane,
Wilmslow,
Cheshire SK9 5AF.
Phone: 01625 545 745
Fax: 01625 524 510

Email: casework@ico.org.uk
Website: www.ico.org.uk