

GDPR Policy



Who We Are

Melius Homes Ltd ('we' or 'us' or 'our') gather and process your personal information in accordance with this policy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

We are committed to safeguarding your personal information and we comply with all data protection laws including:

The Data Protection Act 2018
The GDPR- General Data Protection Regulations
Any further regulations that come into force relating to the personal information we hold collect about you.

Melius Homes Ltd registered office is at **Melius Homes Ltd Portland House 11-13 Station Road Kettering NN15 7HH** and we are a company registered in England and Wales under company number **10504741**. Our designated Data Protection Officer/Appointed Person is Shane Balmer who can be contacted at **Melius Homes Ltd, Harvey Road Bilborough Nottingham NG8 3BB Tel: 0333 577 8766 or by email: shane.balmer@meliushomes.co.uk**

Information That We Collect

Melius Homes Ltd processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

The personal data that we may collect from you:

- Name
- Date of birth
- Home address
- Personal email
- Business email
- Home telephone number
- Mobile telephone Number
- National Insurance number
- Passport number
- Driver's license number
- Special category data (*i.e. health/medical information, details about religion, sexuality etc*)

We collect information in the below ways:

Application forms, CVs, GDPR forms, contractual agreements, online forms, telephone calls, visits to our site office, our website, social media platforms.

How We Use Your Personal Data (Legal Basis for Processing)

Melius Homes Ltd takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time. ***The purposes and reasons for processing your personal data are detailed below: -***

- ***Example:*** We collect your personal data in the performance of a contract or to provide a service and to ensure that orders are completed and can be sent out to your preferred address
- ***Example:*** We collect and store your personal data as part of our legal obligation for business accounting and tax purposes
- ***Example:*** We have an obligation to share your personal data with Nottingham City Council and Nottingham City Homes
- ***Example:*** We will occasionally send you marketing information where we have assessed that it is beneficial to you as a customer and in our interests. Such information will be non-intrusive and is processed on the grounds of legitimate interests

Your Rights

You have the right to access any personal information that **Melius Homes Ltd** processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement.

Safeguarding Measures

Melius Homes Ltd takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, **including: - measures such as SSL, TLS, encryptions, pseudonymisation, restricted access, IT authentication, firewalls, anti-virus/malware etc.**

Transfers Outside the EU *(if applicable)*

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data. **Melius Homes Ltd** does not transfer or store any personal data outside the EU.

Consequences of Not Providing Your Data

You are not obligated to provide your personal information to **Melius Homes Ltd**, however, as this information is required for **us to provide you with our services/deliver your products/legitimate interests**, we will not be able to offer some/all our services without it.

Legitimate Interests *(if applicable)*

As noted in the 'How We Use Your Personal Data' section of this notice, we occasionally process your personal information under the legitimate interests' legal basis. Where this is the case, we have carried out a thorough Legitimate Interests' Assessment (LIA) to ensure that we have weighed your interests and any risk posed to you against our own interests; ensuring that they are proportionate and appropriate.

How Long We Keep Your Data

Melius Homes Ltd only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be destroyed. Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

Special Categories Data *(if applicable)*

Owing to the products, services or treatments that we offer, **Melius Homes Ltd** sometimes needs to process sensitive personal information (*known as special category data*) about you. Where we collect such information, we will only request and process the minimum necessary for the specified purpose and identify a compliant legal basis for doing so.

Where we rely on your consent for processing special category data, we will obtain your explicit consent through **a signature/explicit mechanism**. You can modify or withdraw consent at any time, which we will act on immediately, unless there is a legitimate or legal reason for not doing so.

If you consent to us collecting and using your **health/medical/** for the purposes stated above, please sign below and print your name: -

Signature _____

Print Name: _____

Melius Homes Ltd will occasionally send you **updates** by **[email/SMS/post]** that have been identified as being beneficial to our customers and in our interests. Such information will be relevant to you as a customer and is non-intrusive and you will always have the option to opt-out/unsubscribe at any time.

Lodging A Complaint

Melius Homes Ltd only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

Melius Homes Ltd
Shane Balmer DPO
Harvey Road
Bilborough
Nottingham
NG8 3BB
0333 577 8766
shane.balmer@meliushomes.co.uk

If you remain dissatisfied with our actions, you have the right to lodge a complaint with the Supervisory Authority. ***The Information Commissioner's Office (ICO) can be contacted at: -***
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113 (*local rate*) or 01625 545 745 (*national rate*)
Fax: 01625 524 510
Email: enquiries@ico.org.uk.