

**Lambeth and Southwark Housing Association Ltd Privacy Policy**

**Holders of Personal Information**

Personal information provided or to be gathered by White Horse Housing Association Ltd. is controlled by Lambeth and Southwark Housing Association Ltd, 7A St. Agnes Place, London SE11 4AU

**Collection and Use of Personal Information**

The information we learn from visitors helps us to improve your experience at Lambeth and Southwark Housing Association. We use the information to communicate with you about our services, update our records and generally maintain your account with us. We also use this information to improve our website, prevent or detect fraud or abuses of our website and enable third parties to carry out technical functions on our behalf. Lambeth and Southwark Housing Association. do not store any information you enter on our website on our web servers. All enquires are held at our office.

**Cookies**

Lambeth and Southwark Housing Association website does not use cookies to store information on your computer, or for any other purpose. However, websites that the Lambeth & Southwark Housing Association website links to may utilise cookies. We are not responsible for the use of cookies outside of the Lambeth & Southwark Housing Association website.

**Do Lambeth and Southwark Housing Association Share the Information We Receive?**

We will not normally share your information without your consent unless we are required to by law. We may seek your consent directly, or may obtain it by telling you about how your information may be used at the time you provide information or enter into a contract (e.g. sign a tenancy agreement) with us.

**Our legal obligations**

We will share specific and relevant information with law enforcement and government agencies or public bodies where we are legally required to do so. Examples may include:

* The prevention or detection of crime and fraud
* The apprehension or prosecution of offenders
* The assessment or collection of tax or duty owed to customs and excise
* Sharing in connection with legal proceedings
* Sharing in relation to the physical or mental health of an individual, where disclosure is required to protect them or others from serious harm
* Research and statistical purposes

We may also share your information with emergency services and local authorities, where this is necessary to help them respond to an emergency situation that affects you.

**Sharing information with our partners**

In some areas we may enter into partnerships with other organisations such as local authorities and the police. For example, we may join a partnership to help prevent and control anti-social behaviour.  We will enter into a data sharing agreement before any sharing takes place with a partner organisation.

**Sharing information with our contractors and suppliers**

There are some cases when we will share your information to support legitimate business purposes. We do this to ensure that we can meet your needs, and also to meet our health and safety obligations towards those delivering services on our behalf. This may include sharing information with our contractors and suppliers to enable them to carry out duties on our behalf or to meet contractual obligations we may have. For example, we may share information to enable our maintenance contractors to make appointments with you to carry out repairs and/or deliver services.

 **Lambeth and Southwark Housing Association protection and that of others**

We can release account and other personal information when we believe release is appropriate to comply with law, to enforce or apply our conditions and other agreements or to protect the rights, property or safety of Lambeth and Southwark Housing Association Ltd, our users or others. This includes exchanging information with other companies and organisations for fraud protection and credit risk reduction.

**Accessing your personal information**

You have access to a broad range of information about your account and your interactions with Lambeth and Southwark Housing Association.

**Conditions of Use, Notices and Revisions**

If you choose to visit Lambeth and Southwark Housing Association your visit and any dispute over privacy is subject to this Privacy Notice and our Terms & Conditions, including limitations on damages and application of the laws of England. If you have any concern about privacy at Lambeth and Southwark Housing Association please send a thorough description to us and we will try to resolve it.

Our business changes constantly and our Privacy Notice will change also. You should check our website periodically to see recent changes. Unless stated otherwise, our current Privacy Policy Notice applies to all information that we have about you and your account. We stand behind the promises we make, however, and will never materially change our policies and practices to make them less protective of customer information collected in the past without the consent of affected customers.