Privacy Notice – Blackberry Hill

This is the Privacy Policy for Blackberry Hill Residents Management Company Ltd issued in accordance with the General Data Protection Regulations (GDPR)– please read it carefully.

1. Introduction

This Policy is to let you know how we promise to look after your personal data. This includes what you tell us about yourself, what we learn by having you as a customer, and the choices you give us about what information you want us to send you. This Policy explains how we do this and tells you about your privacy rights and how the law protects you.

Your personal data is any information relating to you from which you can be identified.

Data Protection law changed in the UK on 25 May 2018, when the Data Protection Act (1998) replaced the General Data Protection Regulations (GDPR)

This notice sets out:

- the information that you are entitled to receive from us when we collect your personal data and
- your rights under the GDPR in connection with the way we handle your personal data.

Where you provide personal data about another person this Policy will also apply to that data so please show it to that person. This Policy applies to any personal data which you may provide to us in person, over the telephone, by e-mail, on our website and/or by post. This Policy also applies to any personal data which we may collect from third parties about you and/or which we may collect when you access our website.

You can choose not to give personal data. We may need to collect personal data by law, or under the terms of a contract we have with you. If you choose not to give us this personal data, it may delay or prevent us from meeting our obligations. It may also mean that we cannot perform services so we cancel a product or service you have with us.

This Policy sets out how we will process any personal data we collect from you, or that you provide to us and what it will be used for.

Wherever we refer to "processing" of personal data in this Policy this includes any combination of the following activities: collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

This Policy only applies to personal data collected by or on behalf of Blackberry Hill Residents Management Company Ltd via the company's website or by any other means. The website may from time to time contain links to and from other websites (partner networks, advertisers and affiliates). If you follow a link to any external website or alternatively reach our website from a third party website, please be aware that these websites will have their own privacy policies, separate from ours, and we therefore do not accept any responsibility or liability for these policies. Please check their policies before you submit any personal data to these websites.

2. Our Promise to You

We promise:

- To keep your personal data safe and only process it on valid legal grounds
- To keep our records up to date and delete or correct inaccurate personal data • Not to keep your personal data after the purpose has ended
- Not to sell your personal data.
- To give you ways to manage and review your marketing choices at any time.

3. Who We Are

Blackberry Hill Residents Management Company Ltd. If different, we will let you know which company you have a relationship with, when you take out a product or service with us, however this should not be the case.

4. Information we collect and how we collect it

The law requires us to have a proper reason under the GDPR whenever we process your personal data ourselves or share it with others outside the Blackberry Hill Residents Management Company Ltd. These reasons are:

•To fulfil a contract we have with you or preparatory steps, or

•When it is our legal duty, or

•When it is in our legitimate interest, or

•When you consent to it.

A legitimate interest is when we have a business or commercial reason to process your personal data, but this must not unfairly go against your rights. If we rely on our legitimate interest, we will tell you what that is.

In the section below this one is a list of all the ways that we may process your personal data, and which of the reasons we rely on to do so. This is also where we tell you what our legitimate interests are.

The GDPR treat some types of personal data as special. Unless we have your explicit consent to do so, we will not process personal data revealing any of the following: racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, data concerning health, sex life or sexual orientation.

We may collect personal data from you including:

- when you make an enquiry, register your interest or create an account with Blackberry Hill Residents Management Company Ltd on our website or mobile device apps
- when you contact us in person, over the telephone, by email or by post
- at the point of entering into a Heat Supply Agreement with us
- when you use our community heating supply and services

- when you apply for our products and services
- In customer surveys
- when you use our services
- Payment and transaction data

We may collect personal data from third parties we work with including:

- Companies that introduce you to us
- Financial advisers
- Debt management companies
- Credit reference agencies
- Insurers
- Trade Contractors
- Estate Agents
- Solicitors
- Mortgage providers
- Public information sources such as Companies House
- Billing and maintenance service providers working on our behalf
- Market researchers
- Government and law enforcement agencies

Our website uses 'cookies' - a small file of letters and numbers that are stored on your computer by the websites you visit. We use cookies to improve your user experience by enabling the website to 'remember' you, either for the duration of your visit (using a 'session cookie') or for repeat visits (using a 'persistent cookie'), this enables us to show content relevant to you on your next visit. We also use cookies to track usage, analyse trends and gather information on how customers use our website which allows us to improve our website. Cookies are not linked to other personally identifiable information. For detailed information please visit our website

The type of information we may ask you to provide about yourself and therefore collect includes, but is not limited to:

- Contact Details: Name, address, contact telephone number (mobile and landline), e-mail address
- Status of tenancy (owner, renting, etc)
- Housing Association tenant or Private owner or rent
- Financial Details: Account and bank details, payment terms, payment method
- Health details: Vulnerable customers
- Security question answers for account set up (mothers maiden name, primary school name etc)
- Contractual Details about the products or services we provide to you.
- Locational Data we get about where you are, such as may come from your mobile phone or the address where you connect a computer to the internet
- Behavioural Details about how you use our products and services.
- Technical Details on the devices and technology you use.
- Communications: What we learn about you from letters, emails and conversations between us.
- Social Relationships: Your family, friends and other relationships.

- Open Data and Public Records Details about you that are in public records, such as the Electoral Register, and information about you that is openly available on the internet.
- Usage Data: Other data about how you use our products and services.
- Documentary Data Details about you that are stored in documents in different formats, or copies of them. This could include things like your passport, drivers licence or birth certificate.

At the point of using our heating services we may require further information including, but not limited to:

- debt management details
- solicitor details,
- occupation

Please note that we may require this information to be able to respond to your enquiry or to provide our services or other information to you. You can however at any time tell us to change or remove any personal data or to stop or restrict the processing of your personal data.

5. How we use your Personal Data

We may use the personal data collected/provided by you as follows:

1. To ensure that content from our website is displayed in the most effective way for you and for your computer/device
2. To respond to your enquiry
3. To send you information about our products and services
4. To process and manage the billing and maintenance of our heating services to you
5. To notify local authorities about debt management issues
6. To notify you about changes to our service
7. To carry out analysis to make improvements to our website and/or services
8. To measure or understand the effectiveness of advertising we deliver to you and others
9. To carry out agreements which have arisen from any contracts entered between you and us – for example servicing the Heat Interface Unit within your property every 2 years
10. To provide the warranties which cover certain parts of the heating system
11. To assist you in applying for any government schemes which you have indicated you may wish to make use of
12. To monitor customer satisfaction including processing customer satisfaction surveys
13. To keep our records up to date
14. To develop and manage products and services, and what we charge for them.
15. To define types of customers for new products or services.
16. To test new products.
17. To develop and carry out marketing activities.
18. To study how our customers use products and services from us and other organisations
19. To develop and manage our brands.
20. To manage how we work with other companies that provide services to us and our customers.
21. To make and manage customer payments.

22. To collect and recover money that is owed to us.
23. To comply with laws and regulations that apply to us.
24. To detect, investigate, report, and seek to prevent financial crime.
25. To manage risk for us and our customers.
26. To respond to complaints and seek to resolve them.
27. To run our business in an efficient and proper way. This includes managing our financial position, business capability, planning, communications, corporate governance, and audit.

Our legal ground or grounds under the GDPR for each of these uses are as follows:

LEGAL GROUNDS	USE STATED ABOVE
To fulfil a contract that we have with you or steps preparatory to entering into a contract with you:	4,5,9,10,21,
To comply with our legal duty:	5,13,23,24
It is in our legitimate interest:	1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16, 17,18,19,20,21,21,23,24,25,26,27.
We have your consent to it:	1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16, 17,18,19,20,21,22,23,25,26,27.

Where we have stated above that our grounds are that we have your consent, we will understand your consent to have been given when you accept these terms. You can withhold or withdraw your consent at any time.

Where we don't have your express consent we can base our processing of your personal data on any other ground that applies.

If we intend to use your personal data for any purpose not stated above we will first notify you of the intended use and the legal grounds.

You can choose which channel you'd like us to contact you on, with information regarding our products and services at the point this information is collected – this can be done by checking or unchecking the relevant boxes as directed. If you no longer wish for us to communicate with you, you can:

- email 'unsubscribe' to bhenergy@vistrypartnerships.co.uk to stop receiving email communication
- login to your Blackberry Hill account to update your preferences
- contact us by post

6. Sharing your Personal Data

We may disclose your personal data to third parties in certain circumstances but we will not sell, rent or trade your personal data.

Your personal data may be transferred outside the UK and the European Economic Area. Some countries have adequate protection of personal data under their laws but where this is not the case we will be responsible for ensuring that appropriate security and privacy safeguards are in place, either by requiring the recipient to have signed up to a recognised international framework of data protection or by contractual obligations.

Where relevant, we may give third party providers who supply services to us, or who process personal data on our behalf, access to your personal data in order to help us to process it for the purposes set out above. When doing so, we will ask them to confirm that their security measures are adequate to protect your personal data.

Within the purposes set out above we may share your personal data with the following third parties:

- In respect of any property you receive heat and hot water supply from us, we will share your personal data with our billing and maintenance service providers, and local authorities.
- With your consent, we will also pass your personal data on to third parties, for example if you ask us to put you in contact with debt management companies
- We may disclose your personal data to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our contracts with you, or to protect our rights, property, or our safety and/or the safety of our customers, or others.
- We may need to confirm your identity before we provide products or services to you or your business. We may also share your personal information as needed to help detect fraud and money-laundering risks. We may use solicitors and other advisers for these purposes. We may allow law enforcement agencies to access your personal data. This is to support their duty to detect, investigate, prevent and prosecute crime.
- We may disclose your personal data to third parties in the event that we sell any part of our business, in which case we may disclose your personal data to the prospective buyer of such business or assets. If any part of our business is acquired by a third party, personal data held by us may be transferred.

7. How we use your information to make automated decisions

We sometimes use systems to make automated decisions based on personal data we have – or are allowed to collect from others – about you. This helps us to make sure our decisions are quick, fair, efficient and correct, based on what we know. These automated decisions can affect the products, services or features we may offer you now or in the future, or the price that we charge you for them.

Here are the types of automated decision we make:

- Heat Tariffs

  Whether you are a Housing Association tenant or Private owner / renter, will determine what heating tariff will be applied to your bills.
- Tailoring products and services

  We may place you in groups with similar customers. We use these to better understand our customers' needs, and to make decisions based on that understanding. This helps us to

design products and services for different customer types, and to manage our relationships with them.

- Profiling

  We may use personal data to identify recipients for direct marketing by us or by third parties on our behalf. However we will not sell or rent data.

8. Protecting your information

We will seek to keep your personal data secure by taking appropriate technical and organisational measures against unauthorised or unlawful processing and against accidental loss, destruction or damage.

Only authorised personnel and third parties will have access to your personal data.

If logging on to our website it is your responsibility to protect log in details. You must treat these as confidential and must not share or disclose your log in details to any other party.

We will aim to retain your personal data for no longer than the period of time that we consider is reasonable for the purposes that we collected the data and for as long as we have legal grounds to retain it. There is no fixed period after which all record of your personal data will be deleted as this will depend on the circumstances but we will take steps and maintain policies to keep retention under proper review. We will not seek your consent before deleting any personal data.

If you enter into a Heat Supply Agreement with us, we will need to retain your personal data relating to this supply agreement for as long as necessary for this service.

9. Changes to this Policy

Any changes we may make to this Policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to this Policy.

10. Your Right of access to your Personal Data

You have the right to access your personal data including us providing to you , without charge, a copy (which may be in electronic form) of any of your personal data that we are processing or that third parties are processing on our behalf.

We will also provide to you, if you request it, the following information:

(a) the purposes of the processing;

(b) the categories of personal data concerned;

(c) the recipients or categories of recipient to whom the personal data have been or will be disclosed, including recipients in countries outside the UK or international organisations;

(d) where possible, the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period;

(e) if the personal data was not collected from you, any information available to us as to the source of it;

(f) whether the personal data has been subject to automated decision-making, including profiling, and if so information about the logic involved, as well as the significance and the envisaged consequences of such processing for you.

Requests for this information or a copy of your personal data should be in writing, enclosing proof of identification such as a copy of your passport, driving licence or other documentation confirming your name and address (for example a utility bill) to be addressed to:

Email: bhenergy@vistrypartnerships.co.uk

11. Your Right to Removal or Correction of Personal Data and to Restriction of Processing

You have the following rights under GDPR:

- a right to request us to correct inaccurate or incomplete data ("Right to rectification")
- a right to request us to delete any of your personal data. In certain circumstances we may wish to retain data and if GDPR allows us to do so we will inform you of our grounds ("Right to erasure" or "Right to be forgotten")
- a right to request us to stop or to restrict any aspect of the processing of your personal data. In certain circumstances we may wish to continue and if GDPR allows us to do so we will inform you of our grounds ("Right to restriction of processing").

In each case we will tell you what action we are taking and we will also notify any third party to whom the data has been disclosed. Your request should be made to the address above

12. Your Rights Concerning Automated Processing and Profiling

You have the following rights under GDPR over automated decisions and profiling.

- You can ask that we do not make our decision based on the automated score alone.
- You can object to an automated decision, and ask that a person reviews it.
- You can object to the use of your personal data in profiling or direct marketing. Your request should be made to the address above

13. Your Right to Data Portability

You have the right to receive from us the personal data that you have given us in a structured, commonly used and machine-readable format ("Right to data portability") and/or to have the data sent by us directly to another party. Please note that this right only applies in certain circumstances, which is when we held the data on grounds of your consent or to perform a contract with you or for steps preparatory to such a contract and we were processing that data by automated means.

Your request should be made to the address above.

14. Your Right to Complain to the Regulator

Please let us know if you are unhappy with how we have processed your personal data. You can contact us by our secure online contact form at the “Contact Us” link on our website or by writing to the Company Secretary at the address given above.

You have the right to lodge a complaint with the Information Commissioners Office (ICO) which is the UK supervisory authority for the processing of personal data. Further details are available on the ICO’s website.

15. Enquiries

If you have any questions, or want more details about how we process your personal data, you can ask us using our secure online contact form at the “Contact Us” link on our website or by writing to the Company Secretary at the address given above.