

# Privacy Notice

## STAR Satisfaction Survey 2020

### Nature of work

To undertake STAR survey based on HouseMark STAR methodology.

### Set out purpose of contract – name of contractor being used

Bi-annual survey of tenants to establish tenant perceptions of services delivered by SCH on behalf of landlord SMBC. Survey to be undertaken using mix of telephone and electronic questioning by Acuity. Random selection of 568 tenants taken from full tenant list which is representative across the 10 neighbourhood management areas.

The survey will be conducted over a four month period from December 2020 to March 2021.

### Why we need your information

We will process personal information:

- for the purpose of carrying out randomised customer satisfaction surveys but if you do not wish to take part in the survey you can decline or ask for your data not to be used for this purpose
- to meet various legal requirements
- where it is necessary to protect individuals from harm or injury
- for the prevention and/or detection of crime including fraud

### Type/Classes of information processed

We process a variety of information relating to individuals including:

- Contact details: name, address, email and telephone number
- Personal protected characteristic details: age, ethnic origin, disability
- Property details: property type, number of bedrooms and management area

## Who information is processed about

- tenants living in properties managed by SCH

## Who information may be shared with

Where necessary or required we share information with: Acuity – contractor appointed to undertake the survey work and SMBC – the landlord.

## How long we will keep your information

Acuity will retain data for a year following completion of a project. The normal period of time for which Acuity retains personal data are 365 days for all types of records e.g. digital records, paper records, recorded data, etc.

Acuity will delete and destroy data by means as appropriate for the type and sensitivity of the data. All paper documents including questionnaires are securely destroyed with full documentation. Acuity uses MS Office 365 to store data in a secure environment. Acuity will use a file structure to ensure that all personal and sensitive data that we store is kept in a distinct area of the file system so it can easily be identified and deleted when it is no longer needed at the end of the agreed retention period. Data deletion dates are diarized at the start of any project and confirmed with the client one month before destruction. MS Office 365 allows for files to be permanently deleted so that no trace of the data remains. Acuity survey and dashboard applications are fully compliant with GDPR; no personal data is stored if it is not essential and the applications include functionality to delete all personal data when it is no longer required for the project, or if an individual requests the right to be forgotten.

## Transfers Overseas

Acuity uses its own in-house research applications and databases for our Computer Assisted Telephone Interviews (CATI), survey data collection and online dashboard reporting. These applications sit on Acuity owned servers, which are hosted by Fasthosts in their highly secure datacenter located in the UK. There is no transfer of data overseas.