



PRIVACY NOTICE

Athena Notices



About Manchester Athena

Manchester Athena was formed in 2013 by housing providers in Greater Manchester to deliver training, employment and other initiatives across Greater Manchester and the North West of England to reduce inequality and poverty. Made up of 17 partners. Working together to make a positive difference to people's lives, creating opportunities for and with our places.

Athena members are rooted deep within the Greater Manchester city region and work closely with the Greater Manchester Combined Authority (GMCA) and the GM Health and Social Care Partnership. We are all Members of the Greater Manchester Housing Providers group (GMHP) and use our collective experience and expertise to bring additional investment into the region.

Our strength in working in partnership is used to support people and communities in Greater Manchester to prosper, through improved income, employment, housing, and health.

This Privacy Notice

This notice applies to the processing of data by Manchester Athena.

Should you have any concerns, we can be contacted via hello@manchesterathena.co.uk or in writing to our head office.

C/o Stockport Homes
Cornerstone
2 Edward Street
Stockport
SK1 3NQ

What type of information do we hold?

We hold personal information about our customers to allow us to supply a range of services to them. We hold personal information about employees to enable us to meet contractual requirements and be a great place to work.

General personal data

We protect and share 'personal data' as defined by Article 2 & 3 in our Information Security & GDPR Policy. This can be considered general personal information, please see below for a list of this type of information:

- Contact details (name, address, telephone number and email address)
- Personal identifiers (date of birth, national insurance number, passport details)
- Household data (details of who you live with)
- Customer interactions (records of contact between you and our staff)
- Customer feedback information (compliments and complaints)
- Financial information (rent arrears, bank, and card details)
- Information about criminal convictions you may have.
- Information you have shared with us voluntarily.

Why we use your information.

Organisations must have a lawful reason to use your data. Athena will use one of the following conditions for most.

- **Where required by law** - this includes sharing specific data to the police where there has been a crime.
- **Consent** – for example, if you have completed our online mutual exchange form to consent to your contact details being shared, so we can help you move to a new house.
- **Legitimate interests** – on occasion, the use of personal data will be reliant on a legitimate interest. Further information can be found below.

We also will use other category data; this may include the use of:

- Disability or other health information – this helps us assess any specific needs you may have so we can provide support.
- Religion, ethnic origin, and sexual orientation – this is so we can monitor equality and diversity and the treatment of our customers.

Legitimate interests

Where Athena relies on legitimate interests as a reason for processing data, it has considered whether or not those interests are overridden by the rights and freedoms of employees or workers and has concluded that they are not.

How we share your information

We will share your information with employees within Athena who need it to provide you with the service you need.

There may be occasions where we share your data, this may happen when:

- There is a legal requirement to do so – for example to prevent and detect crime, in line with the Data Protection Legislation.
- We are working in partnership with other organisations such as other housing providers in Greater Manchester and programmes.

In some instances, data may be transferred outside of the European Union. In all cases, we will take adequate steps to ensure the security and protection of your personal information.

Athena protects its staff from violence, threatening behaviour, and verbal abuse. Our staff can now use devices to monitor and record incidents where they feel their personal safety is at risk. Audio recordings obtained through these devices may be used to take sanctions against offenders and may be used in criminal and civil proceedings.

On occasion, we may have a duty to share your information with:

- Emergency services and healthcare professionals
- The police and other law-enforcement services for the prevention & detection of crime, or where we are required by Court Order.

How long we keep your information.

We keep your data on file for as long as it is needed for the purpose it was collected, this is based on the following criteria:

- If we need it to make or defend against legal claims
- Any time periods set by our regulators or professional bodies.
- If there is a legal requirement

Your rights

Under the General Data Protection Regulation 2018, you have rights relating to how we process your personal data. These rights include:

Right to be informed

You have the right to ask us to explain why your information is collected, how it is used, how long it will be stored for, and who it is shared with.

Right to access

You have a right to access your personal data.

If you would like to submit request, please contact us via Hello@manchesterathena.co.uk on the website.

There may be some occasions when we are unable to provide you with some information for example, if it was provided in confidence or if it relates to a criminal proceeding.

Right to rectification

We work to ensure that all personal data held about you is accurate and correct. However, there may be times when the information we hold is no longer correct. If this is the case, please contact us and we will update it for you.

Right to erasure

In some circumstances, you have the right to request the deletion of your personal data. This is not a guaranteed right as we may have a legitimate reason to keep the information. For example, an existing customer could not be forgotten as there is a distinct legal basis for Athena to be processing that data (the information is necessary for the performance of a contract). We would not be able to provide services to customers without using the personal data.

Where information is needed to fulfil statutory obligations, personal information shall be retained for those purposes, and so this right may not be applicable in those situations.

Right to restriction

Where information cannot be erased you have the right to restrict the processing of your personal data. This limits how we use your personal information.

Where processing is based on your consent, you have the right to withdraw that consent. This can be actioned by you at any time.

Right to data portability

In certain circumstances you have the right to have your personal data transferred from one organisation to another. This right only applies to information you have provided to us and it does not apply to paper records.

Right to object

You have the right to object to the processing of your personal data. Should you object to any processing please contact us with the details of your objection and we will take your concerns into account. This does not necessarily mean your data will be erased, instead we may restrict the processing.

You have the right to object to direct marketing communications. This can be actioned at any time and we will update our records accordingly.

You also have the right to object to any processing conducted wholly or partly by automated means. If you object to the decision you can request it be reviewed manually by a member of the organisation.

Rights related to automated decision making and profiling.

You have the right to not be subject to a decision that is made solely by automated means, including profiling, so long as the decision produces a legal effect.

Should you wish to object/not be subject to any automated decision please let us know any we will update our records.

What to do if you have a concern about how we have handled your data

If you are not satisfied with how we have handled your personal data, you can raise a complaint. More information on our complaints process is available here.

please contact us via Hello@manchesterathena.co.uk on the website.