

Anglian Group Ltd

Your Rights Under Data Protection Legislation

GDPR

1 Your rights under data protection legislation

Data Protection legislation gives you rights about how we collect and use information about you. This leaflet summarises some of the rights you have under data protection legislation. Its main purpose is to tell you what information Anglian needs from you if you wish to exercise those rights.

The rights covered in this leaflet are:

- Your right to see a copy of your information
- Your right to access
- Your right to correct any errors in your information (right to rectification)
- Your right to be removed from our mailing lists (right to withdraw consent)
- Your right to object to data processing
- Your right to object to automated processing
- Your right to be forgotten
- Your right to data portability

The leaflet is for general guidance only and is not a substitute for independent legal advice.

Why do we need information about you?

- To find out what services you need
- To make sure you get the most appropriate service
- To keep a track of the services we give
- To help plan future services

Who can see your information?

We will only pass your information to staff involved in giving you the service. Normally we will not share information with others before asking you, but if you or somebody else is in danger we may have to.

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Your rights under data protection legislation *(cont'd)*

How do we look after the information?

We will make sure the information we keep about you is:

- Relevant – what we need to give you a good service
- Correct – to help us do this please let us know of any changes e.g. address, or new names
- Secure and confidential – only the people who need to see it have access to it
- Kept only as long as is necessary – in order to carry out our service to you and meet our legal obligations.

What you can expect from us

Anglian will only give that information if we are satisfied of your identity. We will let you know if we require further information to satisfy ourselves as to your identity or to locate the information you seek.

We will respond to your request promptly and in any event within 28 days of receiving your written request and the information we require to satisfy ourselves of your identity.

Anglian reserves the right to obscure or suppress information that relates to third parties.

Anglian does not have to give you any information identifying someone else, unless that person agrees. If you think that information might be held about you which may identify another person, you may want to get that person's agreement to you being given information and send it with your application.

2 Your rights explained

Your right to see a copy of your information (Right to Information)

Subject to certain exemptions, this right provides you with the ability to ask Anglian for information about what personal data (about him or her) is being processed and the rationale for such processing. For example, you may ask for the list of processors with whom your personal data is shared. Thus, you have a right to be told whether any information is held about you and a right to a copy of that information. Anglian will only give that information if we are satisfied of your identity. Anglian does not have to give you any information identifying someone else, unless that person agrees.

You also have other related rights, such as to be told the source of the information (if we know it), the purposes for which that information is held, to whom they are or may be disclosed and the logic involved in any automated decision making (if that is the sole basis on which we make decisions about you that are likely to affect you significantly).

You can exercise this right by making what is called a “Subject Access Request”.

Your right to access

This right provides you with the ability to access your personal data being processed by us. This right allows you to request copies of your personal data.

Your right to correct any errors in your information (Right to Rectification)

It is important to us that the information we hold is of high quality. If you realise that we are holding inaccurate information about you, either because you have made a subject access request or for any other reason, please let us know.

You have a right to request that any inaccurate personal data we hold about you be rectified, blocked, erased or destroyed. This includes any opinions based on inaccurate data.

Requests to amend information we hold about you need to be made in writing and addressed to the Data Protection Officer. We aim to make the necessary amendments as soon as we can and in any event within 10 working days.

2 Your rights explained *(cont'd)*

Your right to withdraw consent

This right provides you with the ability to withdraw a previously given consent for processing your personal data for a purpose. The request would require Anglian to stop the processing of the personal data that was based on the consent provided earlier.

Your right to object

This right provides you with the ability to object to the processing of your personal data. Normally, this would be the same as the right to withdraw consent, if consent was appropriately requested and no processing other than legitimate purposes is being conducted. A specific scenario would be if you ask that your personal data should not be processed for certain purposes while a legal dispute is ongoing in court.

You also have a right to write to ask us to stop or not to start using your details for the purpose of direct marketing. You may do this at any time.

You should put your request in writing, addressed to the Data Protection Officer at the address below. We aim to act on your request as soon as we can and in any event within 28 working days.

Further details of the sort of information we may send you can be found in our *Privacy Policy* at www.anglianhome.co.uk

Your right to object to automated processing

This right provides you with the ability to object to a decision based on automated processing. Using this right, you may ask for your request (for instance, a financing request) to be reviewed manually, because you believe that automated processing of your loan may not consider your unique situation.

Your right to be forgotten (Right to Erasure)

This right provides you with the ability to ask for the deletion of your data. This will generally apply to situations where our relationship has ended. It is important to note that this is not an absolute right and depends on our data retention schedule and retention period in line with other applicable laws.

2 Your rights explained *(cont'd)*

Your right to data portability

You have the right to ask us to transfer your personal data. As part of such request, you may ask for your personal data to be provided back (to you) or to be transferred to another data controller. When doing so, the personal data must be provided or transferred in a structured, commonly used and machine-readable electronic format.

This right applies when the processing is based on consent, or the data is necessary for the performance of a contract.

The right also applies when the processing is carried out by automated means.

3 Circumstances when we may not give you the information you ask for

You may not have the right to see information about you. The main reasons are that:

- You are not able to give us the information we reasonably require to satisfy ourselves as to your identity or to locate the information which you seek, or
- We cannot comply with your request without disclosing information relating to another individual who can be identified from that information. This will only apply where the other individual does not consent to us disclosing the information and it is not reasonable in the circumstances for us to disclose the information to you without that individual's consent; or
- The cost to us would be prohibitive. This will happen where the information we hold about you is "unstructured". For example, it may be that we hold some personal information in paper files, but it is not possible for us to find out whether and what information relates to you within those files without leafing through them.

Furthermore, Anglian may deny access to information where data protection legislation allows but the main exemptions in relation to information held on company computers are where the information is held for the prevention or detection of crime or the apprehension or prosecution of offenders and giving you the information would be likely to prejudice any of these purposes.

4 How to exercise your rights

A rights request can be made by an individual or an individual's legal representative. Such individual could be a customer, an employee, or personnel of a supplier working for the company. Also, such request should usually be made in writing.

Please complete our *Subject Access Request form (DPA 09)*. The form is available from our Data Protection Officer at the address below, and on our website.

Alternatively, you can send us your written request together with your full name and address, proof of your identity, and sufficient details about the information you want to enable us to locate it.

Your request should be addressed to:

The Data Protection Officer
Anglian Home Improvements Limited
2-5 Reepham Road
Norwich
NR6 5LE

What to do if you are not happy with our response

If you have any queries, please contact the Data Protection Officer:
email: dpo@angliangroup.com.

5 How to find out more

For independent advice about data protection and privacy issues, you can contact:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113 or 01625 545745
Fax: 01625 524510
website: <https://ico.org.uk/global/contact-us/>