

GDPR-Compliant Privacy Notice & Consent Form

(For Southward Housing Co-operative & Managing Agent)

1. Data Controller

Southward Housing Co-operative 3 Lydden Grove Wandsworth London, SW18 4LJ

Email: admin@southwardhousing.co.uk

Telephone: 07907 631 333

2. Data Processor

Southward Housing Co-operative management committee members processes personal data on behalf of the co-operative.

3. What Personal Data We Collect

We collect and store only the information necessary to manage your tenancy and fulfil our legal obligations as a landlord. This includes:

- Your name
- Address of the tenancy
- Telephone number(s)
- Email address
- Details of household members living at the property
- Tenancy-related correspondence and records

4. Lawful Basis for Processing

We process your personal data under the following lawful bases:

- **Legal obligation** – to comply with housing law, regulatory requirements, and statutory duties.
- **Contract** – to manage and administer your tenancy agreement.
- **Legitimate interests** – to ensure effective communication, maintenance, and Co-operative administration.
- **Consent** – only for optional communications (e.g., newsletters, event invitations).

5. How Your Data Is Used

Your information is used for:

- Managing and administering your tenancy
- Contacting you about repairs, maintenance, inspections, or tenancy matters
- Co-operative administration, including meeting notices and member communications
- Ensuring compliance with legal and regulatory requirements

Your data will **not** be shared with third parties unless:

- Required by law, or
- Necessary for tenancy-related services (e.g., maintenance contractors), or
- You have given explicit consent.

6. Who Has Access to Your Data

- Southward Housing Co-operative
- Novo Property Management Limited (Managing Agent)
- Approved maintenance contractors (for repairs and safety checks)

All parties are bound by confidentiality and data protection obligations.

7. How Your Data Is Stored

Your information is stored securely in:

- A paper tenancy file
- Electronic housing management systems

We apply appropriate technical and organisational measures to protect your data.

8. Data Retention

If you leave the Co-operative, your personal data will be retained for **six years** after the end of your tenancy, unless:

- There is an outstanding debt or legal matter, in which case data may be retained until the issue is resolved.

9. Your Rights Under GDPR

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion (where applicable)
- Restrict or object to processing
- Withdraw consent at any time (for consent-based processing)
- Lodge a complaint with the Information Commissioner's Office (ICO)

ICO contact: www.ico.org.uk

10. Consent for Optional Communications

Please tick if you agree:

- ☐ I consent to receiving Co-operative newsletters, updates, and event invitations.
- ☐ I consent to being contacted by email
- ☐ I consent to being contacted by telephone
- ☐ I consent to being contacted by SMS/text message

Consent is **not required** for essential tenancy communications.

Declaration

I confirm that I have read and understood this Privacy Notice. I acknowledge that Southward Housing Co-operative and Novo Property Management Limited will process my personal data as described above.

Tenant Name: _____

Address: _____

Signature: _____ **Date:** _____

Joint Tenant (if applicable): Name: _____

Signature: _____ **Date:** _____