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Dudley Federation of Tenants and Residents Associations privacy notice

This privacy notice tells you what to expect us to do with your personal information.

Our contact details

Post: Dudley Federation C/O Griffiths & Pegg, 3 Hagley Court South, The Waterfront, Level Street, BRIERLEY HILL, West Midlands, DY5 1XE, GB

Telephone: 01384 868010

Email: info@dftra.org.uk

What information we collect, use, and why

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Contact preferences

Lawful bases

Our lawful bases for collecting or using personal information for service updates or contact purposes:

- We obtain consent from individuals

Where we get personal information from:

- People directly
- Dudley MBC/other services if an individual has expressly requested that their data be given to us

How long we keep information:

Information will be kept for 12 months unless we are asked to remove it before then.

Who we share information with

Other organisations

- Other relevant third parties:
 - We will share contact information with Dudley MBC/services **only where explicit permission has been obtained**, in order for them to assist an individual **if they have requested it**.

Directors

Martin Smith (Chairperson), Stan Chance (Vice Chairperson), Christine Phillips (Treasurer)
Elaine Lloyd, George McClay, John Doughty, Tony Brain



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Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal data.

Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Agreed by the board on 17th June 2024

Next review is due by July 2026.

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