

Privacy Policy

Beorma Community Housing

Effective from: 03.08.2026

Review date: 02.08.2027

1. Our commitment to your privacy

Beorma Community Housing respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains what information we may collect, why we collect it, how we use and protect it, who we may share it with and the rights available to you.

We process personal data in accordance with applicable UK data protection legislation, including the **UK General Data Protection Regulation (UK GDPR)**, **Data Protection Act 2018**, the **Data (Use and Access) Act 2025** and other applicable privacy legislation.

2. Who we are

Beorma Community Housing is a provider of supported exempt accommodation and transitional housing.

For the purposes of applicable data protection legislation, the relevant Beorma legal entity will normally act as the data controller for personal information it determines how and why to process.

Legal entity:	Beorma Community Housing Limited,
Registered address:	Corner Oak Suite 5, 1 Homer Road, Solihull, West Midlands B91 3QG
Company number:	16277244.
Email:	info@beormacommunityhousing.co.uk

3. Information we may collect

The information we process depends upon your relationship with us.

It may include:

- name, address, date of birth and contact information
- identification and eligibility information
- housing history and accommodation requirements
- referral and assessment information

- financial, benefits and payment information
- tenancy, licence and property information
- support plans, risk assessments and safeguarding information
- information concerning complaints, incidents or service delivery
- correspondence and communication records
- website usage and technical information
- information relating to employment, suppliers and professional relationships.

Where necessary and lawful, we may also process special category personal data, including information concerning health, disability, ethnicity, religion or other particularly sensitive information.

We may also process information relating to criminal convictions or offences where lawful and necessary, for example in connection with safeguarding or risk management.

4. How we collect information

We may obtain information:

- directly from you
- through applications, referrals and assessments
- from local authorities, registered providers, support organisations and healthcare or social care professionals
- from family members, representatives or advocates where appropriate
- from government departments or other statutory bodies
- from landlords, contractors or partner organisations
- through our website, forms and communications
- from publicly available sources where lawful and appropriate.

5. Why we use personal information

We may process information to:

- assess applications and referrals
- provide and manage accommodation and support
- safeguard residents and other individuals
- manage tenancies, licences, properties and services
- communicate with residents and representatives
- work with commissioners and partner organisations
- administer payments, benefits and financial matters
- respond to complaints and enquiries
- comply with legal, regulatory and contractual obligations
- prevent and detect fraud, abuse or criminal activity

- recruit and manage employees and contractors
- manage our website and improve our services.

6. Our lawful bases

Depending upon the circumstances, we may rely on one or more lawful bases under UK data protection law, including:

- **Contract:** where processing is necessary to enter into, or perform an agreement with you.
- **Legal obligation:** where we must process information to comply with the law.
- **Legitimate interests:** where processing is necessary for our legitimate organisational interests or those of another party, provided those interests are not overridden by your rights and interests.
- **Consent:** where you have freely provided valid consent for a specific purpose.
- **Vital interests:** where processing is necessary to protect someone's life.
- Where special category information is processed, we will also identify an appropriate condition under data protection legislation.

7. Sharing your information

We do not sell your personal information.

Where necessary and lawful, information may be shared with organisations such as:

- local authorities and commissioners
- registered housing providers and landlords
- healthcare, social care and support services
- safeguarding bodies and statutory agencies
- police or other law enforcement agencies where appropriate
- government departments and benefits authorities
- professional advisers
- IT, software and other service providers
- contractors working on our behalf.

We expect organisations processing personal information on our behalf to maintain appropriate confidentiality and security standards.

8. International transfers

Some technology or service providers may process information outside the United Kingdom.

Where personal information is transferred internationally, we will take appropriate steps required by data protection law to protect it, including using applicable adequacy arrangements or recognised contractual safeguards where required.

9. Keeping information secure

We take appropriate organisational and technical measures to protect personal information against accidental or unlawful loss, misuse, alteration, unauthorised access or disclosure.

Access to personal information is restricted to those who reasonably require it for their role or an authorised purpose.

10. How long we keep information

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected and to meet applicable legal, regulatory, safeguarding, contractual and operational requirements.

Different categories of information may therefore have different retention periods. We maintain and periodically review appropriate data retention arrangements.

11. Your rights

Depending upon the circumstances and applicable law, you may have rights relating to your personal information, including the right to:

- be informed about how your information is used
- request access to your personal information
- ask us to correct inaccurate or incomplete information
- request deletion of information in certain circumstances
- request restriction of processing
- object to certain processing
- request data portability where applicable
- withdraw consent where processing relies upon consent
- raise concerns about certain automated decision-making.

These rights are not absolute and exemptions may apply.

12. Making a data protection request

To exercise a data protection right or ask a question about how we use your information, contact:

Email: info@beormacommunityhousing.co.uk

Address: Beorma Community Housing, Corner Oak Suite 5, 1 Homer Road, Solihull, West Midlands B91 3QG

We may need to verify your identity before responding to a request.

13. Complaints

If you have concerns about the way Beorma Community Housing handles your personal information, we encourage you to contact us first so that we can investigate and respond.

You also have the right to raise a complaint with the Information Commissioner's Office (ICO), the UK's independent data protection regulator.

14. Changes to this policy

We may update this Privacy Policy periodically to reflect changes to our services, technology, operating practices or applicable law.

The latest version will be published on our website with its effective or review date.

Approved by: Board of Beorma Community Housing

Date: 03.08.2026