

Privacy Notice for Royal Borough of Windsor and Maidenhead Flexible Home Improvement Loans

Who we are:

Royal Borough of Windsor and Maidenhead
Flexible Home Improvement Loans Service
Tinkers Lane
Windsor
Berkshire
SL4 4LR

Lawful basis for processing the information:

The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002.

How we collect information:

We collect personal data by the completion of the Flexible Home Improvement Loans mortgage application.

What information is collected:

The personal data we collect is your name, address, email address, phone numbers, date of birth, national insurance number, citizenship, disabilities and evidence of Identity.

How we use the information provided:

The information you provided is used to confirm applicants meet the eligibility criteria for a flexible home improvement loan and to process the loan application.

Who has access to the information:

Staff of Royal Borough of Windsor and Maidenhead Flexible Home Improvement Loans Service.

Who we may share your information with:

For the purposes of fraud (e.g National Fraud Initiative) and crime prevention, information may be shared with HMRC or the police.

We may share your information where required with Equifax if a credit check is needed or to StreetUK Ltd who maintain our back office administration.

Equifax
Capital House
25 Chapel Street
London
NW1 5DS

StreetUK Ltd
Metro Building
50 Cliveland Street
Birmingham.

Land Registry - <http://www.landsearches.co.uk/privacy.php>

How the Royal Borough of Windsor and Maidenhead keeps your personal information safe:

Royal Borough of Windsor and Maidenhead Flexible Home Improvement Loans Service and business partners who have access to and are associated with the processing of personal information are obliged to respect the confidentiality of personal information. All access to personal information is controlled by secure computer logins and passwords.

Personal information will not be disclosed to government institutions and authorities except if required by law or other regulation.

Royal Borough of Windsor and Maidenhead uses a secure transmission method for confidential personal information such as financial or identification data (e.g. credit card details).

How long we store your information:

The lifetime of the loan and 6 years from when the loan is repaid.

Does your service utilise automated decision making? – No

How to request a copy of personal information:

People have a right to request and receive a copy of their personal information. To exercise this right please e-mail or write to:

Data Protection Officer

Royal Borough of Windsor and Maidenhead
Flexible Home Improvement Loans
Tinkers Lane
Windsor
Berkshire SL4 4LR
E-mail: dpa@rbwm.gov.uk

How to complain:

We strive to meet the highest standards when collecting and using personal information. Complaints are taken very seriously and data subjects are encouraged to bring any issues to our attention.

To do this either e-mail or write to:

Complaints
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road
Maidenhead
SL6 1RF
Tel: 01628 683857

E-mail: complaints@rbwm.gov.uk

Additionally data subjects have a right to complain to the Information Commissioners Office.

The contact details are:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113
Email: casework@ico.org.uk
<https://ico.org.uk>