

Co/ownership

# Data Protection

## An Easy Read summary

Protected



## 1. About this document

This Easy Read document explains how Co-Ownership uses your personal information. It tells you about:

- What personal information is
- How we use your information
- How we keep your information safe
- What rights you have

We follow the law when we use your information.

## 2. What is personal information?

Personal information is information about you.

This can include:

- Your name
- Your address
- Your phone number or email
- Your date of birth
- Information about your home

Some information is more private. This is called special category information.

It needs extra care. It can include:

- Health information
- Disability information
- Your ethnicity or religion

## 3. The laws we follow

We protect your information by following:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Data Use and Access Act
- Privacy and Electronic Communications Regulations (PECR)

We also follow guidance from the Information Commissioner's Office (ICO).

## 4. What the Data Use and Access Act means

The Data Use and Access Act helps organisations:

- Use information in a fair and safe way
- Share information when the law allows it
- Improve public services, including housing

This law does not remove your rights. It works alongside the UK GDPR and Data Protection Act 2018.

We still must:

- Be clear about how we use your information
- Only use information we need
- Keep your information safe

## 5. Why we collect your information

We collect and use your information to:

- Provide our services
- Manage leases
- Keep you and others safe
- Communicate with you
- Manage complaints
- Follow the law

We only use your information when the law allows us to.

## 6. Lawful reasons for using your information

The law says we must have a good reason to use your information.

These reasons include:

- You have given consent
- We need it for your contract
- The law requires it
- It is needed for our housing or public duties
- It is needed to protect someone's health or safety

These reasons come from UK GDPR, the Data Protection Act 2018, and the Data Use and Access Act.

## 7. Who we share your information with

We only share your information when it is necessary and lawful.

We may share it with:

- Estate agents
- Financial advisers
- Solicitors
- Regulators, inspectors, or auditors

We make sure anyone we share your information with:

- Only uses it for the right reasons
- Keeps it safe

## 8. How we keep your information safe

We keep your information safe by:

- Using secure computer systems
- Locking paper files away
- Limiting who can see your information
- Training staff in data protection and privacy

We regularly check our systems and processes.

## 9. How long we keep your information

We keep your information only as long as we need it.

We follow rules based on:

- The law
- Business needs
- Guidance from regulators and the ICO

When we no longer need your information, we delete or destroy it safely.

## ✓ 10. Your data protection rights

You have rights under data protection law.

You can:

- Ask to see your personal information
- Ask us to correct information that is wrong
- Ask us to delete information (in some cases)
- Ask us to limit how we use your information
- Object to how we use your information
- Ask for a copy of your information in a usable format

## ☎ 11. How to contact us

If you have questions, want to use your rights, or are worried about your information, contact:

Data Protection Officer: Gillian Hughes

✉ [hello@co-ownership.org](mailto:hello@co-ownership.org)

☎ 02890 327276

Address:

Co-Ownership

Moneda House

25–27 Wellington Place

Belfast

BT1 6GD

We will respond within the time limits set by law.

## 📣 12. Complaints

If you are not happy with how we use your information, you can contact:

Information Commissioner's Office (ICO)

🌐 [www.ico.org.uk](http://www.ico.org.uk)

☎ 0303 123 1113

The ICO makes sure organisations follow data protection law.

## 13. Keeping this policy up to date

We review this information regularly.

We update it when:

- The law changes
- Our services change

You can ask for the latest version at any time.



Co-Ownership  
Moneda House  
25-27 Wellington Place  
Belfast, BT1 6GD

Call: 028 9032 7276  
Textphone: 18001 028 9032 7276  
Email: [hello@co-ownership.org](mailto:hello@co-ownership.org)  
Visit: [www.co-ownership.org](http://www.co-ownership.org)