



Privacy Policy

Open Solutions (OSUK) Ltd Privacy Notice

Open Door is a trading name of Open Solutions (OSUK) Ltd. OSUK is a subsidiary of Halton Housing, a charitable housing association. Halton Housing is a registered provider of social housing, or housing association. We are regulated by the Regulator of Social Housing. Halton Housing is a data controller of your personal data. This means we are responsible for collecting and using information about you so that we can deliver services to you.

About this Notice

This Notice lets you know how we use the information you give us. We may change this privacy notice from time to time in order to reflect changes in the law and/or our privacy practices. As well as this notice, we may provide you with other privacy notices in future to deal with specific occasions when we are collecting or processing personal information about you. It is important that you read all such privacy notices so that you are aware of how and why we are using such information

What kinds of personal information about you do we process?

Personal information that we use includes, where relevant: Name, address and contact details, records of your contacts with us, NI number, date of birth, employment and income details, financial history details, solicitor details, estate agent details, mortgage advisor details, proof of identity and address and proof of mortgage/proof of funds and proof of sale if in a chain.

What do we use your personal data for and what are our legal grounds for this?

To arrange property viewings. This is necessary to enter into a contract with you.

To respond to contact you make with us regarding your contract with us. This is necessary to for the performance of the contract between you and us.

To set up and manage your Shared Ownership tenancy. This is necessary to enter into a contract with you and for the performance of the contract between you and us.

To deliver repairs and other works to your home during your defect period. This is necessary for the performance of the contract between you and us and meet our legal obligations.

To take rent payments and manage your rent account. This is necessary for the performance of the contract between you and us.

To take any legal action necessary for breach of tenancy. This may be necessary for the performance of the contract between you and us and in our legitimate interests.

In order to offer you a home for sale/shared ownership we need to understand your financial history and to understand your ability to make mortgage repayments.

To process service/estate charge payments and recover any service/estate charge arrears. This is necessary to for the performance of the contract between you and us.

To issue annual service charge statements. This is necessary to for the performance of the contract between you and us.



To consult with you on major works. This is necessary to meet our legal obligations.

To recover any monies due for the cost of major works. This is necessary to for the performance of the contract between you and us.

To deliver our obligations for repairing communal areas. This is necessary to for the performance of the contract between you and us.

To respond to any enquiries or complaints you contact us about. This is necessary for the performance of the contract between you and us.

To take any action necessary for breach of your lease. This may be necessary for the performance of the contract between you and us and/or where it is in our legitimate interests to do so.

Sharing your data

When we use your data for the purposes described above, this may include sharing your data with third parties. We will only share your data where we have a legal obligation to do so, where it is necessary for the performance of a contract between you and us and/or it is in our legitimate interests. The third parties we may share your data with include contractors, suppliers and service providers acting on our behalf to provide services to you. We may also share data with bodies such as the local authority, utility companies and DWP.

What should you do if your personal information changes?

You should tell us so that we can update our records. You can do this by emailing hello@opendoor-properties.com

How long do we keep your information for?

We only keep your information for as long as it is needed. This is so that we can meet our operational needs and to meet any legal and regulatory requirements. We use guidance from the National Housing Federation to help us decide how long we should keep your information for.

How do we keep your data secure?

We hold all our data in a secure data centre and back it up to a separate disaster recovery site. Access to data is strictly controlled and monitored. All devices and servers are kept up to date with security patches and virus definitions. Our systems are regularly audited and tested to make sure that we are following procedures and to detect and address potential security risks.

What are your rights under data protection law?

Data Protection legislation provides rights for individuals over their data. A list of these Rights, and more information about what they mean can be found at the Information Commissioner's Office website, <https://ico.org.uk/> Telephone: 08456 30 60 60 or 01625 54 57 45. Website: www.ico.org.uk

Who can I contact or complain to if I am unhappy about how my information is used?

You can complain directly to Halton Housing's Data Protection Officer at dpo@haltonhousing.org or in writing to: Data Protection Officer, Halton Housing, PO Box 631