Data Protection & Privacy Notice

Havenstone Homes Ltd · Version 1.0 · Effective October 2026

Approved by	The Directors, Havenstone Homes Ltd
Effective from	October 2026
Next review	October 2027, or sooner if the law or our services change
Contact	info@havenstonehomes.co.uk

1. Who we are

Havenstone Homes Ltd is the data controller for the personal information described in this notice. Contact us about anything in this notice at info@havenstonehomes.co.uk or at our registered office (address below). We have not appointed a Data Protection Officer; the directors are responsible for data protection.

2. Information we collect

Who	What we collect	Where it comes from
Website and enquiry contacts	Name, phone, email, organisation, and anything you choose to tell us in a form or email	You, through our website forms and emails
Landlords and property owners	Contact details, property address and details, agreement and payment details	You
Investors	Contact details, amount of interest, and confirmation of investor status	You
Residents	Name, contact details, date of birth, tenancy and rent records, right-to-rent checks, repair and inspection records; and, only where needed, information about support needs or safeguarding	You, the council that referred you, and your support partner
Volunteers and partners	Contact details and area of interest	You

3. Why we use it and our lawful basis

Purpose	Lawful basis (UK GDPR)
Replying to enquiries and discussing working together	Legitimate interests – responding to people who contact us
Managing tenancies, licences, leases and agreements	Contract

Purpose	Lawful basis (UK GDPR)
Right-to-rent, gas, electrical and fire safety records and other legal duties	Legal obligation
Keeping homes safe and maintained, and keeping in touch with support partners about residents' homes	Legitimate interests, and contract
Safeguarding people at risk of harm	Legitimate interests; for special category information, the substantial public interest condition for safeguarding of individuals at risk (Data Protection Act 2018, Schedule 1)
Updates about our work, where you have asked for them	Consent – you can withdraw it at any time

Please do not send us health details or personal history about anyone through our website forms. We will discuss anything sensitive properly, by phone.

4. Who we share it with

- Councils and support partners involved in a resident's housing or support, where needed
- Contractors carrying out repairs or safety checks (contact details and access arrangements only)
- Our professional advisers, insurers and auditors
- Service providers who store or process data for us, such as Google (forms, email and file storage), our website host, and our email provider
- Police or other authorities where the law requires it or to protect someone from harm

We never sell personal information.

5. Transfers outside the UK

Some of our service providers, such as Google, may store data outside the UK. Where they do, the transfer is covered by UK adequacy regulations or approved safeguards such as the International Data Transfer Agreement.

6. How long we keep it

Information	How long
Enquiries that do not lead to working together	Up to 2 years after our last contact
Tenancy, lease and financial records	6 years after the agreement ends
Gas, electrical and fire safety records	At least as long as the law requires, and for the life of the agreement
Safeguarding records	As long as needed to protect the person, reviewed at least every 6 years
Updates mailing list	Until you unsubscribe

7. Your rights

You have the right to: be informed; access your information; have it corrected; have it erased; restrict how we use it; data portability; and not be subject to decisions made solely by automated means. We do not make automated decisions about people.

Right to object: where we rely on legitimate interests you have the right to object to us using your information, and you can always object to marketing. To use any of these rights, email us. We will respond within one month.

8. Our website

Our website does not use advertising or tracking cookies. It loads fonts from Google, which means your device’s internet address is shared with Google when you visit. Information you enter in a form is sent to a Google Form managed by us.

9. Keeping information secure

We use password-protected accounts with two-step verification where available, restrict access to people who need it, and keep paper records locked away.

10. Complaints

If you are unhappy with how we have used your information, please contact us first. You also have the right to complain to the Information Commissioner’s Office (ICO): ico.org.uk, telephone 0303 123 1113.

11. Changes

We review this notice every year and will publish any changes on our website.