

WHY DO WE NEED YOUR PERSONAL DATA?	
Repairs and Maintenance 	What we need - Enough information to do the necessary repairs. Why? To fulfil our duties as a landlord and keep our residents' homes safe. Lawful basis - Contracts / Legal obligation / Legitimate interest.
Tenancy Maintenance and Management	What we need - Enough information to help you maintain your tenancy or licence to live in a Brighter Futures Home or take action to manage or end your tenancy or licence if things go wrong. Why? To fulfil our duties as a landlord. Lawful basis - Contracts / Legal obligation / Legitimate interest.
Making an Enquiry 	What we need - Enough information to respond to your queries. Why? To fulfil our duties as a landlord. Lawful basis - Contracts / Legal obligation / Legitimate interest.
Paying Rent	What we need - Enough information to respond to your queries. Why? To fulfil our duties as a landlord. Lawful basis - Contracts / Legal obligation / Legitimate interest.
Support and Care Services	What we need - Enough information to respond to your complaint. Why? To fulfil our support and care provider duties. Lawful basis -Legal obligation / Legitimate interest / Consent / Vital interests.
Making a Complaint	What we need - Enough information to respond to your complaint. Why? To fulfil our contractual responsibilities. Lawful basis - Contract / Legal obligation / Legitimate interest/Consent.
Looking for a New Home	What we need - Enough information to respond to your queries. Why? To set up a new tenancy agreement or licence. Lawful basis - Contract / Legal obligation / Legitimate interest.
Compliance and Governance	What we need - Enough information to respond to your complaint.

	Why? To fulfil our landlord, legal and regulatory duties. Lawful basis -Legal obligation / Legitimate interest / Consent.
Communications	What we need - Your name and contact information. Why? To provide you with important and updated information and to tell you about our services. Lawful basis -Legal obligation / Legitimate interest.
Service Improvements and Surveys	What we need - Your name and contact information and survey results. Why? To enable us to improve our services so they meet your needs well. Lawful basis -Legitimate interest.

What are the lawful bases for processing?

The lawful bases for processing are set out in Article 6 of the UK GDPR. At least one of these must apply whenever Brighter Futures process personal data.

Consent	Brighter Futures obtains your clear consent to process your personal data for a specific purpose.
Contract	The processing of your data is necessary for a contract Brighter Futures has with you, or because we have a contract to provide services to you or your home e.g. gas servicing and repairs.
Legal obligation	The processing of your data is necessary for Brighter Futures to comply with the law. This does not include contractual obligations.
Vital interests	The processing of your personal data is necessary to protect someone's life.
Public task	The processing of your data is necessary for Brighter Futures to perform a task in the public interest or for its official functions, and the task or function has a clear basis in law. This includes the letting of properties to people nominated for housing.
Legitimate interests	The processing of your data is necessary for Brighter Futures' legitimate interests or the legitimate interests of a third party, unless there is a good reason to protect your personal data which overrides those legitimate interests.