

Privacy Policy

About this document

This privacy policy explains how Camden Federation of Private Tenants (CFPT), of 13 Malden Road, London NW5 3HS, collects, uses and shares personal data, and your rights in relation to the personal data we hold. For these purposes CFPT is the Controller of your personal data under the General Data Protection Regulation and other UK data protection laws.

CFPT may change this Privacy Policy from time to time. This Privacy Policy is effective from May 2018.

How we collect your information

We may collect your personal data in a number of ways, for example:

- From the information that you provide (or is obtained by us) when you complete a membership application form.
- When you register or enter your details on our website, for example when signing up for online membership.
- When you communicate with us by post, telephone, fax, email or other forms of electronic communication.
- When you attend a CFPT event or meeting, or otherwise provide your details to a CFPT member of staff or committee member.
- When you complete a CFPT survey or questionnaire.
- From public domain sources where we identify that you may be interested in us or our work.

The categories of data we collect

We may collect the following categories of personal data about you:

- Your name and contact information such as address, email address and telephone number (and, on an ongoing basis, any change of address details).
- Information you provide about yourself when you complete a CFPT membership application form.
- Technical information collected through the use of our website. Please see our **Website Privacy Policy** for full details about this.
- Information concerning your engagement with CFPT, including records of communications between you and us and your attendance at events and meetings organised by CFPT.
- Your opinion and feedback in relation to any surveys or questionnaires issued by CFPT that you complete.
- Information about your job, professional memberships and interests collected from public domain sources to help us to understand what aspects of CFPT and our work may be of interest to you.

The basis for processing your data, how we use that data and with whom we share it

1. Legitimate interests

We may process your personal data because it is necessary for our or a third party's legitimate interests. This will always be weighed against your rights, interests and expectations. Our legitimate interests include the operation of CFPT in accordance with our charitable objects. Examples of where we process personal data in accordance with our legitimate interests include:

- To correspond with you about our activities, including details of events, that you have requested from us.
- To inform you of media opportunities, potentially, and of opportunities to write or feature in CFPT newsletter content, and to send you these newsletters from time to time.
- Processing technical information about your use of our website to ensure that content on our website is presented in the most effective manner.
- Processing enquiries, complaints and analysing our charitable activities.
- Marketing our activities, events and resources by post, telephone and electronic mail – except in situations where it is required or appropriate to seek your specific consent.

In this respect, we may also provide your personal data to the following (where this is necessary for our or a third party's legitimate interests):

- Our bank, to whom payment details are provided.
- Professional advisers, where it is necessary for us to obtain their advice and/or assistance.
- Other organisations, who we make a referral to on your behalf.
- Other organisations, whose work may be of interest to you (by introducing you to them).

2. Legal obligations

We may also process your personal data for our compliance with our legal obligations. In this respect, we may use your personal data to comply with subject access requests of others, tax legislation, safeguarding requirements, for the prevention and detection of crime, and in order to assist the police and other competent authorities with investigations (including criminal investigations). In this respect, we may provide your personal data to our professional advisers, where this is necessary for us to obtain their advice or assistance.

3. Consent

In some circumstances CFPT may seek your specific consent to process your personal data: for example, if we wish to use your name, likeness or an attributed quote in our newsletter, on our website or in marketing materials; or where we wish to put you in touch with external agencies.

If you have given your consent and you wish to withdraw it, please contact us using the contact details below. Please note that where our processing of your personal data does not

rely on your consent, we may not be able to fulfil your request (please see Your Rights section below).

Retention of your data

We may retain your personal data for as long as is necessary to undertake our charitable activities and to protect our legal interests (for example where required by relevant authorities) or as otherwise stated to you when your data is collected, or for such period as we reasonable consider appropriate in connection with our relationship with you; or for record-keeping and archival purposes.

Your rights

You also have the following rights:

- To be informed what personal data we hold about you and/or to obtain access to it (i.e. by receiving a copy of it in a permanent form).
- To require us not to send you direct marketing communications.
- To require that we cease processing your personal data if the processing is causing you damage or distress.
- To require us to correct the personal data we hold about you if it is inaccurate.
- To require us (in certain circumstances) to erase your personal data.
- To request that we restrict our data processing activities (and, where our processing is based on your consent, you may withdraw that consent, without affecting the lawfulness of our processing based on consent before its withdrawal).
- To receive from us the personal data we hold about you which you have provided to us, in a reasonable format specified by you, including for the purpose of you transmitting that personal data to another data controller.
- To object, on grounds relating to your particular situation, to any of our particular processing activities where you feel this has a disproportionate impact on your rights.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply: for example if we have reason to believe the personal data we hold is accurate or we can show our processing is necessary for a lawful purpose set out in this Privacy Policy.

You can find out more about your rights under data protection legislation at www.ico.org.uk.

Questions and concerns

If you have any questions or concerns about how we process your personal data, or you wish to exercise any of the rights set out above, you can contact us:

- By email: admin@cfpt.org.uk
- By telephone: 0207 383 0151
- By post: 13 Malden Road, London, NW5 3HS

If you are not satisfied with how we are processing your personal data, you can raise a concern with the Information Commissioner www.ico.org.uk.