

Easy Read Privacy Notice

Black Country Housing Group (BCHG)

Who we are



1. Who we are

We are Black Country Housing Group (BCHG). We provide housing, care, and support services. You can contact us at: 134 High Street, Blackheath, B65 0EE. Email: data@bchg.co.uk

What this notice is for



2. What this Privacy Notice is for

We collect and use some personal information about you. This notice explains what we collect, why, how we keep it safe, who we share it with, and your rights.

Your personal information



3. Your personal information

We may collect your name, contact details, date of birth, household details, financial info, health info when needed, records of communication, repairs info, and CCTV images.

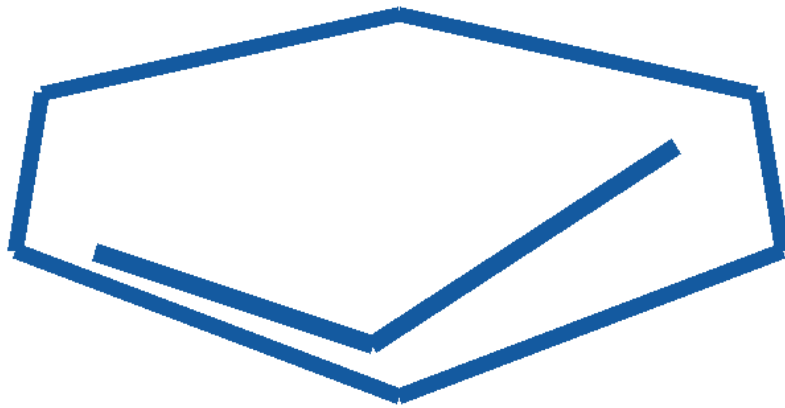
Why we collect your information



4. Why we collect your information

To provide homes and services, manage tenancies, carry out repairs, help with payments, answer questions, solve problems, support your wellbeing, and protect people from harm.

Special types of information



5. Special types of information

We may use health, ethnicity, religion, or criminal background info only when allowed by law or needed to keep people safe.

Where we get information from



6. Where we get information from

From you, your family or support worker, councils, NHS, DWP, repair contractors, surveys, and CCTV.

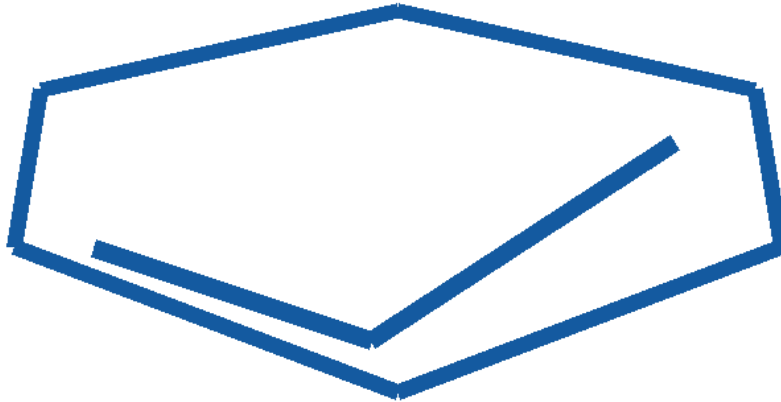
Who we share with



7. Who we share your information with

Councils, DWP, contractors, emergency services, support agencies, and others when the law requires it.

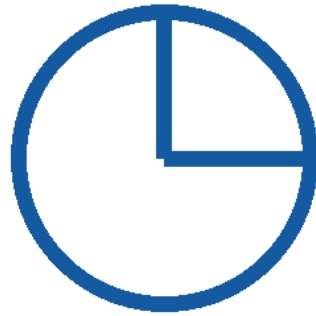
How we keep your information safe



8. How we keep your information safe

We use secure systems, passwords, training, and checks.
We tell you if something goes wrong.

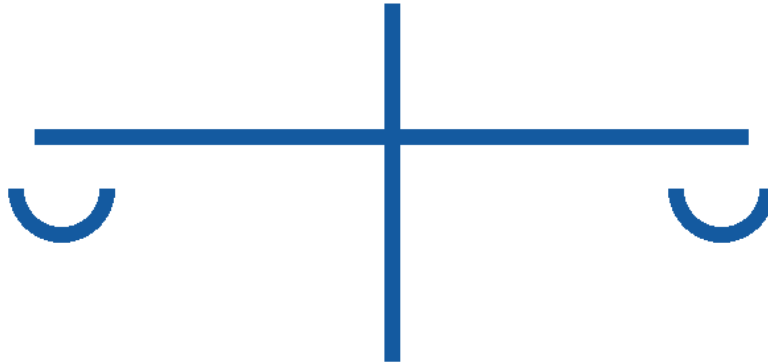
How long we keep information



9. How long we keep your information

We only keep your information as long as needed. Different information has different time limits.

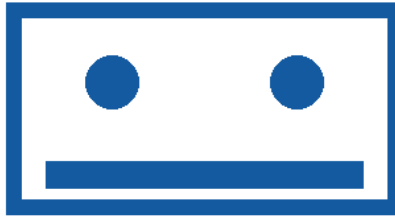
Your rights



10. Your rights

You can see your information, ask us to fix or delete it, ask us to use it less, ask us to send it to you, object to its use, or complain.

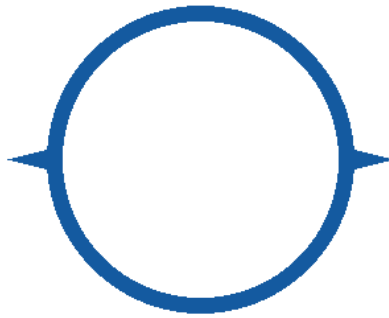
Automated decisions



11. Automated decisions

We do not currently make important decisions using computers alone.

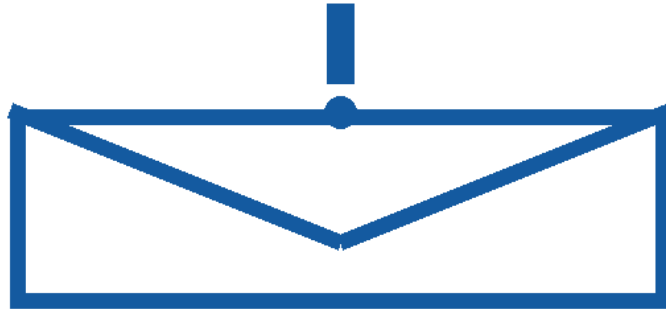
Changes to this notice



12. Changes to this notice

We may update this notice. The latest version is on our website.

How to complain



13. How to complain

Email data@bchg.co.uk or contact the Information Commissioner's Office (ICO).