

Privacy Policy

Last updated: 17/12/25

This Privacy Policy explains how Alfalah Care ("we", "us", "our") collects, uses, stores, and protects personal data when you use our website www.alfalh.org.uk or interact with us in connection with our housing and related services. We are committed to protecting your privacy and handling your personal data in a transparent and secure way, in accordance with applicable data protection laws, including the UK GDPR and the Data Protection Act 2018 (or EU GDPR, where applicable).

Who We Are

Alfalah Care is a social housing provider. Our registered address is F40, The Media Centre, 7 Northumberland street, Huddersfield, HD1 1RL. You can contact us by email at Contact@alfalah.org.uk or by telephone on 07940423520. Where applicable, our registration number is 14598391. We are the data controller for the personal data described in this policy, which means we are responsible for deciding how and why your personal data is used.

What Personal Data We Collect

We collect personal data that you provide to us directly. This may include your name, address, email address, telephone number, date of birth, National Insurance number, housing reference numbers, and information relating to your housing application or tenancy. We also collect information you provide when you contact us, complete forms, or communicate with us by email or telephone, including your communication preferences.

When you use our website, we automatically collect certain technical information. This includes your IP address, browser type and version, device and operating system information, pages you visit, and how long you spend on our website. This information is collected through cookies and similar technologies.

In some circumstances, we may also process special category personal data, such as information about your health, disability, or support needs. This type of data is only collected where it is necessary to provide housing-related services or to meet our legal and regulatory obligations.

How We Use Your Personal Data

We use your personal data to provide and manage housing services, including processing housing applications and managing tenancies. We use it to communicate with you about your

home, repairs, services, enquiries, and any issues you raise with us. Your information is also used to meet our legal and regulatory obligations, safeguard residents and properties, handle complaints and feedback, and improve our services and website.

Lawful Bases for Processing

We only process your personal data where the law allows us to do so. This includes situations where processing is necessary to comply with a legal obligation, to perform a contract such as a tenancy agreement, or to carry out tasks in the public interest. In some cases, we rely on our legitimate interests to operate and manage our services effectively, provided these interests do not override your rights. Where required, we will ask for your consent, and you may withdraw that consent at any time.

Where we process special category personal data, we rely on additional legal conditions, such as where processing is necessary for social protection, housing support, or where you have given explicit consent.

Who We Share Your Data With

We may share your personal data with local authorities, government bodies, regulators, and law enforcement agencies where required by law. We also share information with contractors and service providers who work on our behalf, such as repairs contractors, IT providers, and housing management systems. In addition, we may share data with professional advisers including legal advisers, auditors, and insurers. All third parties are required to keep your personal data secure and only use it for specified purposes.

How We Store and Protect Your Data

We take appropriate technical and organisational measures to protect your personal data from loss, misuse, unauthorised access, or disclosure. We only keep your personal data for as long as necessary to fulfil the purposes for which it was collected, including meeting legal, regulatory, and contractual requirements. When data is no longer needed, it is securely deleted or destroyed.

Your Data Protection Rights

You have rights under data protection law in relation to your personal data. These include the right to access your data, request correction of inaccurate or incomplete information, request erasure of your data in certain circumstances, restrict or object to processing, and request data portability. Where we rely on consent, you also have the right to withdraw that consent at any time.

If you wish to exercise any of your rights, please contact us using the details provided above.

Complaints

If you are unhappy with how we handle your personal data, we encourage you to contact us first so we can try to resolve your concerns. You also have the right to make a complaint to the Information Commissioner's Office (ICO). The ICO can be contacted via its website at <https://www.ico.org.uk> or by telephone on 0303 123 1113.