

INTRODUCTION

This privacy notice provides you with details of how we collect and process your personal data through your use of the survey we are undertaking as part of the Connected Cities Catapult Homes for Healthy Aging project.

By providing us with your data, you warrant to us that you are over 18 years of age.

Bays Consulting Limited is the data controller and we are responsible for your personal data (referred to as “we”, “us” or “our” in this privacy notice).

We have appointed a Data Protection Officer who is in charge of privacy related matters for us. If you have any questions about this privacy notice, please contact the Data Protection Officer using the details set out below.

data-protection@baysconsulting.co.uk

Contact Details

Our full details are:

Full name of legal entity: **Bays Consulting Limited**

Name of Data Protection Officer **Dr Sophie Carr**

Email address: **data-protection@baysconsulting.co.uk**

Postal address: **Units A-J, Austen House, Station View, Guildford, GU1 4AR**

Details of our Representative: **info@baysconsulting.co.uk**

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at **info@baysconsulting.co.uk**

WHAT DATA DO WE COLLECT ABOUT YOU, FOR WHAT PURPOSE AND ON WHAT GROUND WE PROCESS IT

Personal data means any information capable of identifying an individual. It does not include anonymised data.

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

- **Technical Data** that includes data about your use of the app on which the survey is hosted specifically your IP address. Our lawful ground for this processing is our legitimate interests which in this case are to enable us to properly administer the responses made

- **House Address.** Our lawful ground for this response is consent to enable us to use your responses within our analysis
- **Responses to our questions on cold and damp within your home.** Our lawful ground for this processing is consent to enable us to use your responses in our analysis.

Sensitive Data

We do not collect any Sensitive Data about you. Sensitive data refers to data that includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data. We do not collect any information about criminal convictions and offences.

MARKETING COMMUNICATIONS

We will not contact you with regards to this survey.

DISCLOSURES OF YOUR PERSONAL DATA

We may have to share your personal data with the parties set out below:

- Service providers who provide IT and system administration services.
- Professional advisers including lawyers, bankers, auditors and insurers
- Government bodies that require us to report processing activities.

We will only share the results of this survey in aggregated format with our partners Sunderland City Council, Parity Projects and the Connected Cities Catapult.

In situations where we share personal data, we require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data of specified purposes and in accordance with our instructions. All data shared will be securely stored and removed from systems by the 3rd September 2022.

DATA SECURITY

We have put in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed, or accessed without authorisation. We also allow access to your personal data only to those employees and partners who have a business need to know such data. They will only process your personal data on our instructions and they must keep it confidential.

We have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach if we are legally required to.

DATA RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

This project has a finish date of the 23rd June. All data will be removed by the 3rd September from our and all our partners systems.

When deciding what the correct time is to keep the data for, we look at its amount, nature and sensitivity, potential risk of harm from unauthorised use or disclosure, the processing purposes, if these can be achieved by other means and legal requirements.

YOUR LEGAL RIGHTS

Under data protection laws you have rights in relation to your personal data that include the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data and (where the lawful ground of processing is consent) to withdraw consent.

You can see more about these rights at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you wish to exercise any of the rights set out above, please email us at **data-protection@baysconsulting.co.uk**

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive or refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you.

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority

for data protection issues (www.ico.org.uk). We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.