

What data do we collect?

The data we collect/store	Why we collect it	The legal bases for processing	Who we share it with
Name (including title, for all household members and Next of Kin, carers or other people who can discuss the account on your behalf), date of birth, contact details and identification documents.	So that we can allocate homes and services accordingly, and so that we know who is responsible for the property and who lives there (to aid in the prevention of fraud, financial crime and illegal sub-letting).	For the performance of a contract, or to assess the possibility of entering into a contract between you and Moat (as per GDPR article 6 (1)(f)). We presume that you have gained consent of any other person's personal details that you have provided.	Repairs contractors, Local Authority partners, or other housing provider, debt and money management advisors, utility companies, statutory organisations, third parties providing services on our behalf (such as satisfaction surveys and debt collection agencies), electronic identity verification providers, insurers (for progressing claims), the police (when necessary for the Prevention and Detection of Crime), health services (to protect your vital interests). If you are in the process of purchasing a property with us, we may share your data with legal and other professional advisors who you have instructed on the purchase.
Address (including former address(es)).	So that we know which property you are responsible for.	For the performance of a contract between you and Moat (as per GDPR article 6 (1)(b)).	Repairs contractors, utility providers, Local Authority partners, third parties providing services on our behalf (such as satisfaction surveys and debt collection agencies), the police (when necessary for the Prevention and Detection of Crime), health services (to protect your vital interests).
Information you provide about health conditions, additional support needs, communication needs or adjustment requirements.	To help us deliver housing and support services, accommodate reasonable adjustments, communicate with you appropriately, meet our legal and regulatory obligations, and collect information required for housing regulation and statistical reporting (including CORE).	Legitimate interests (to provide services and support effectively and accommodate reasonable adjustments). Where you provide special category data, we process this for the purposes of carrying out our obligations and exercising rights under social protection law as a registered provider of social housing (including Awaab's Law and CORE).	Relevant contractors, service providers, regulators and government bodies where necessary to provide services, fulfil legal obligations or complete statutory reporting requirements.
Equality and diversity information. (including special category data please see our Equality, Diversity and Inclusion Policy for more information).	So that we can ensure that we are providing a fair and equitable service to all of our customers, and for market research purposes.	Consent.	(In most cases the data will be anonymised) CORE DCLG and other Equal Opportunities Monitoring organisations.
Details of transactions between you and us, including rent payments, contact (including letters, email and webchat), visit records.	To ensure that your tenancy is being properly managed, and that we can ensure that we are adhering to our customer service standards.	For the performance of a contract between you and Moat.	Legal advisors, insurance providers, Local Authority or other government department or housing provider.
CCTV footage.	For the prevention and detection of crime.	DPA Schedule 9 Pt4 (5)(a)).	Police, legal advisors, insurers (for progressing claims if necessary).
Photographs taken of you or your property.	Monitoring Health and Safety risks and defects (when the photo is of the property). Preventing fraud, financial crime and illegal sub-letting.	Legitimate interest.	Legal advisors, Courts, insurers (for progressing claims). Electronic identity verification providers.
Photographs taken of you or your property at events.	Promoting our services.	Consent.	Marketing agencies or news outlets (where consent is provided).
Marketing preferences.	To adapt which (if any) marketing you receive from us.	Consent.	Subsidiaries within the Moat group and survey providers.
Payment information including bank details.	To set up direct debits and process one off payments as requested by you.	For the performance of a contract between you and Moat.	Our banks, Allpay.
Call recordings.	To improve our services and help train our staff.	Legitimate interest (you will be advised at the beginning of the call).	Subsidiaries within the Moat group, unless you request or provide consent to share with another party.
Survey / opinion data.	To inform and improve the services we provide.	Legitimate interest.	We currently use Survey Monkey as our platform for carrying out online surveys. We employ an external agency TLF Research Ltd to carry out telephone research on our behalf and have a Data Sharing agreement in place. Individual record level data will never be shared externally, though on occasion we will share survey results externally in reports (e.g. our Annual Report) but only ever in aggregate form as statistics.

Please note that Moat reserves the right to update the contents of the Privacy Statement from time to time. Should you decide to download or print a copy, it shall be rendered uncontrolled.