

# 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 about any disabilities or special requirements for you and your household	So that we can allocate our services accordingly and adapt our approach to suit your needs	For the purposes of social security and protection (as per DPA Schedule 1 Pt1 and GDPR article 9 (2) (b))	Repairs contractors (only where this might have an impact on service delivery and ensure the safety of our staff and contractors), emergency or medical services as necessary
Equality & diversity 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)
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 SurveyMonkey as our platform for carrying out online surveys. We employ an external agency ORS 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.