



# Asset Management Customer Satisfaction Survey Privacy Notice

AM001.001

Curo is a housing association and house builder based in Bath. We provide quality care and support services across the West of England.

## Summary

We process customer name, address, phone number(s) and email address(es) when we carry out a customer satisfaction survey following improvement works. We do this to understand how well we and our contractors are performing and to follow up issues if necessary. We use this data to identify where the works took place in order to manage contractors, and to follow up issues with customers, where they have indicated they want us to. We process this information for the lawful reason of legitimate interest so that we can understand and respond to customers' feedback in order to better manage contractors and our internal processes.

## Lawful reason(s)



## Special Category Data

## Sharing

Suppliers and contractors / Colleagues, departments and companies within Curo Group / ICT service providers / software companies

## Retention



## Territories

United States (EU-US Privacy shield)

## Further Information

You have rights in relation to the personal data we hold and process about you. For further information and to view our full privacy notice go to [www.curo-group.co.uk/privacy](http://www.curo-group.co.uk/privacy)

or, contact our Data Protection Officer:

Data Protection Officer: **Katy Gullon**  
Call: **01225 366000**  
Email: **privacy@curo-group.co.uk**  
Address: **The Maltings, River Place, Lower Bristol Road, Bath BA2 1EP**

## Key

### Lawful reason(s) / Special Category data:



Contract



Consent



Legitimate Interest



Public Interest



Legal obligation, Legal claim & Law

### Retention:



< 1 month



12 months



2 years



End of contract + 6 years