



COVID-19 and Data Protection at Home Group

Privacy Notice Attachment

Due to Covid-19, Home Group has followed government advice and closed many of our offices for the protection and wellbeing of our customers and staff, leaving only essential services open whose operations employ key workers and fall within the list of necessary services set out by the government.

The data protection office remains operational however due to home working we will not have access to some archived files, printing facilities or incoming or outgoing postal services for the foreseeable future.

We continue to provide support to the business remotely and are working with our customers to deliver as much as possible during this time with the exception of hard copy data. We would also like to make customers aware that they may experience some delays when making information rights requests.

We will be making some changes to our usual processes to adapt these to deliver service digitally during this time, whilst continuing to uphold data protection principles and rights as well as usual compliance with data protection regulation across the organisation.

Your data protection rights remain the same. You can find more information about these on the Information Commissioners Website at www.ico.org.uk

For all matters of data protection, we recommend email communication only to dpo@homegroup.org.uk. Thank you for your cooperation.