



Privacy notice: customer contact

In May 2022, we changed how we manage customer contact. Phone, email, text, live chat and social media enquiries made directly to our Customer Contact team now go through our new contact system.

This system is run with a partner company called Puzzel and we're required to let you know how processing your data has changed.

Puzzel direct phone calls to our colleagues, but only we have a record of data that's recorded. Puzzel also direct enquiries sent to our info@ and repairs@ email addresses to us. These emails are stored in Puzzel's system for 12 months from the date that they are received.

This change to handling incoming enquires is part of the contract between NCHA and its customers. This is covered by data protection legislation (Article 6(1)(b) of the General Data Protection Regulation).

The data we collect, use and store is so we can support customers, by helping to manage tenancies and complete repairs. For repair requests, information may be shared with contractors to allow them to complete repairs. Otherwise information will not be shared with other organisations unless we have a legal need to do so.

You can request to see data that we hold on you, by making a subject access request. You can request this by [contacting our Data Protection Officer](#).