

the **calico** group
Privacy Notice

**Providing quality services that
make a real difference to people's
lives**

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1. Summary

The Calico Group

The Calico Group, is made up of innovative businesses and charities, working together to make social profit, rather than financial profit, the driving force behind a wide range of high-quality services. We do this by understanding the community's needs and harnessing the widest possible range of expertise; combining our growing range of complementary services to create innovative, new opportunities for the benefit of the community.

Each part of the Calico Group has its own specialism, expertise, and track record of providing a complete community service in housing, healthcare, support, employability, and construction.

2. Who We Are

The data controller is The Calico Group Limited of Centenary Court, Croft Street, Burnley BB11 2ED. The Calico Group processes personal information for its own purposes, including information relating to employees, workers, applicants, board members, volunteers and other individuals who engage with the Group. Each individual company within The Calico Group may also act as a data controller for the personal information it processes for its own services. Where this applies, please refer to the relevant company privacy notice on our website. We have appointed a Data Protection Officer to oversee our approach to data protection. You can contact the Data Protection Officer using the details below.

Data Protection Officer: The Calico Group Limited, Centenary Court, Croft Street, Burnley BB11 2ED

Telephone: 0800 169 2407

Email: dataprotection@calico.org.uk

The Calico Group Limited

The Group is made up of the following companies:

Calico Homes Limited

Calico Homes Limited ("Calico"), a UK charitable social housing provider they are a Registered Social Housing Provider regulated by The Regulator of Social Housing (RSH) and normal activities can be summarised as:

- Providing social and other types of housing.
- Property and grounds maintenance and repair.
- Managing housing, tenancy/lease, and account as landlords
- Promoting, organising, and assisting community events.
- Offering opportunities to be involved (co-regulation).
- Providing welfare, benefits, and debt advice through moneywise.
- Adaptations made to the properties we manage.
- Buying, selling, and letting of land and properties.

Ring Stones Maintenance and Construction Limited

They aim to make a difference to the quality of life of individuals and the wider communities in which they work. They assist and contribute to providing accommodation for families and older people, as well as supported housing and services for homeless people and community developments. Ring Stones undertake contract work for a variety of clients across the North, providing an all-round management delivery model and the full range of contractor services. They have a wide range of experience in sourcing funding for and delivering retrofit schemes, helping their clients to achieve significant ECO or Green Deal funding to support social and private households.

Hobstones Homes Limited

Hobstones Homes provides design and construction services within the Group and primarily works with Calico Homes and Ring Stones.

Syncora Limited

Syncora brings together our expertise, our passion and commercial strength, enabling us to deliver bold new services and offer end-to-end support for people who most need it. Syncora offsets the effects of cuts to public expenditure by creating exciting, integrated solutions to complex social problems. As part of The Calico Group, everything is underpinned by excellent governance, high standards and the strength of a leading housing provider. **Syncora Limited is a parent company for the following subsidiaries:**

SafeNet Domestic Abuse and Support Services Ltd

SafeNet protects victims and survivors of domestic abuse through the provision of safe refuge and support services, and promotes the prevention of further harm, through various initiatives including, working to build safe and healthy relations and promote equality. Normal activities can be summarised as:

- Providing refuge services to victims of domestic abuse
- Providing IDVA and Outreach services to victims of domestic abuse

Delphi Medical Limited and Delphi Medical Consultants Limited

Both Delphi Medical companies are leading independent providers of drug and alcohol treatment in the UK. They focus on ensuring excellent clinical and psychosocial provision as part of an integrated recovery pathway, which supports and facilitates patients to engage in genuine recovery. Their areas of expertise include Community Drug and Alcohol Treatment, Offender Health, Inpatient Detoxification Services, Clinical Systems and Training.

Acorn Recovery Projects

Acorn Recovery Projects is a registered charity set up to help individuals struggling with addiction and de-motivational issues to find and live a Life worth Living. By providing innovative recovery services, Acorn Recovery Projects enables individuals and their families to break free from drug, alcohol, and other addictions. They do this by helping their clients find substance, emotional, social, and lifelong recovery.

Calico Enterprise Limited

Calico Enterprise works with a host of organisations to deliver a range of services across the Northwest that: provide housing-related support; tackle worklessness; and give information and advice. Such services include Calico Interiors; Constructing the Future; Calico Careers; and Floating Support contracts. We define "social profit" as the positive difference we make to people's lives, across all the communities in which we work. We create social profit by developing innovative services and harnessing the opportunities of our unique group structure.

3. What information we collect about you

Depending on your relationship with us, the personal information we may collect and use includes:

- Full name.
- Address.
- Email address.
- Date of birth.
- National Insurance number.
- Contact details
- CV – Employment History.
- Equality & Diversity Information.
- Health Information.

- Banking details.
- Tax & Pension Information.
- Driving Licence summary.
- Security Identification Photograph.
- CCTV video footage.
- Declarations of Interest.
- Record of attendance at meetings.
- Electronic Signature.
- Expenses forms.
- Skills Audit Information.
- Appraisal forms/notes.
- Emergency Contact Information you provide to be used in case of emergency

4. Special Categories of Personal Data

We may also collect and use special category personal data where this is necessary and lawful. This may include information about health, racial or ethnic origin, religious or philosophical beliefs, trade union membership, genetic or biometric data, sex life or sexual orientation. We may also process criminal offence data where this is necessary, lawful and supported by an appropriate condition. Where we process special category or criminal offence data, we will identify a lawful basis under UK GDPR, a relevant condition under the Data Protection Act 2018, and apply appropriate safeguards and confidentiality measures.

5. How we collect your information

We aim to process information about you fairly, lawfully, and in a transparent manner. The aim of this document is to provide you with sufficient information for you to be able to understand what we are doing with your data. If you are unsure how we are handling information about you or you think we could improve our privacy information, please let us know. The Calico Group collects information from you when you apply for a position with the Calico Group.

We operate a CCTV system at our office premises for the detection and prevention of crime. It operates continuously, and recordings are held for one month. Photographs of individuals will only be used for security identification purposes.

6. Withdrawing Consent

Where you have provided your consent to the collection, processing, and transfer of your personal data, you may withdraw that consent at any time. This will not affect the lawfulness of any processing based on consent before it was withdrawn. At the time of giving consent, we will provide you with information on how to withdraw your consent. If you want more information about this, please contact us at dataprotection@calico.org.uk.

7. Legal basis for processing your personal data

Data protection law requires us to have a lawful basis for processing your personal data. Depending on the purpose, we may rely on one or more of the following lawful bases:

- **Contractual obligation:** the processing is necessary for the performance of a contract we have with you, or because you have asked us to take specific steps before entering into a contract. We rely on the contract performance basis in order to take steps to enter into a contract with you.
- **Legal Obligation:** the processing is necessary for us to comply with the law (not including contractual obligations). We will collect information necessary for us to maintain records as required by government and regulatory bodies.
- **Vital interests:** the processing is necessary to protect someone's life, for example in a medical emergency or serious safeguarding situation.

- **Public task:** the processing is necessary for a task carried out in the public interest or in the exercise of official authority, where this applies to specific activities we carry out.
- **Legitimate interests:** the processing is necessary for our legitimate interests, or the legitimate interests of a third party, unless there is a good reason to protect your personal data which overrides those legitimate interests.
- **Consent:** You have given clear consent for us to process your personal data for a specific purpose.

Where we process special category personal data, we will also identify an appropriate Article 9 condition. Where we process criminal offence data, we will ensure there is a lawful basis, a relevant condition under the Data Protection Act 2018, and appropriate safeguards in place.

8. How we process your information

The information we collect is used for the following purposes:

- To manage the performance of your Terms of Appointment.
- To comply with our legal obligations.
- To comply with our regulatory obligations.
- For internal record keeping.

9. Who we share data with and how long we keep information

We will only share your information where we are legally entitled to do so for example:

- To comply with the law.
- Where there is a clear health & safety risk.
- Where there is a clear risk to yourself, staff, and others.
- In order to honour the terms of your contract.
- For the detection and prevention of crime, prosecution of offenders and for the detection and prevention of fraud.

There may be times when we will share relevant information with third parties as part of performance of the contract with you, or where we are legally required to do so. When sharing personal information, we will comply with all aspects of the Data Protection Legislation. Special category of personal data such as information about health, sexual life, race, and religion for example, are subject to particularly stringent security and confidentiality measures.

Where necessary or required, we may share your personal information with 3rd parties such as:

- Other employees.
- Executive Team.
- Companies House.
- HMRC.
- Banks.
- Training Providers.

This list is not exhaustive as there are other circumstances where we may also be required to share information, for example:

- In connection with legal proceedings (or where we are instructed to do so by Court order)
- To protect the vital interests of an individual (in a life-or-death situation).

10. International transfer of your personal data

We do not routinely transfer personal information outside the UK. Where it is necessary to transfer personal information outside the UK, we will ensure appropriate safeguards are in place in accordance with data protection law. This may include using an adequacy decision, the International Data Transfer Agreement, the UK Addendum to the EU Standard Contractual Clauses, or another lawful transfer mechanism.

11. Your rights regarding your personal information

Data protection regulations have conferred certain rights on you as the data subject regarding your personal data which we hold. These rights include:

- **Right to be informed** about the collection and use of your personal information. This is called 'privacy information'. We are required by data protection regulations to provide you with information regarding the purposes for processing your personal information, the retention period and who it will be shared with. This Privacy Policy serves that purpose.
- **Right of access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Right of rectification** – This enables you to have any incomplete or inaccurate information we hold about you to be corrected.
- **Right to erasure – (also known as right to be forgotten)** This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Right to Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. In some cases, we may be able to continue processing if you can show that you have a compelling reason for doing so. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Right to data portability** allows individuals to obtain and reuse their personal data across different services for their own purposes. The right only applies: to personal data an individual has provided to a controller; where the processing is based on the individual's consent or for the performance of a contract; and when processing is automated.
- **Right to restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Rights in relation to automated decision-making and profiling:** you have rights in relation to decisions based solely on automated processing where those decisions produce legal or similarly significant effects. Where we use automated decision-making in this way, we will provide meaningful information about the decision, explain the safeguards available to you, and give you a way to request human intervention, express your point of view and challenge the decision.

Please note that some of these rights are not absolute and can only apply in certain circumstances. For more information on your rights, visit the ICO website at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you wish to exercise any of these rights, please write to us at dataprotection@calico.org.uk, we will always endeavour to answer your questions as part of our normal friendly, helpful service. To advise of any changes or corrections, please contact our Customer Services team on 0800 169 2407 or 01282 686 300 or via e-mail to contact@calico.org.uk.

12. Complaints

You have the right to complain about how we use your personal information. In the first instance, please raise your data protection complaint with us so that we can review and respond to your concerns. You can do this by contacting our Customer Services team on 0800 169 2407 or 01282 686 300, by emailing contact@calico.org.uk, or by contacting the Data Protection Officer at dataprotection@calico.org.uk. We will acknowledge receipt of a data protection complaint within 30 days, take appropriate steps to investigate and respond without undue delay, keep you informed where necessary, and tell you the outcome of our review. If you remain dissatisfied after we have responded, you can ask the Information Commissioner's Office (ICO) to consider your complaint. The ICO can be contacted via www.ico.org.uk. Our ICO registration number is ZB210782.

13. How long we will keep your data for

We will only keep personal information for as long as it is needed for the purpose it was collected, including to meet legal, regulatory, audit, accounting or reporting requirements. Retention periods are set out in our Data Retention Policy and are reviewed periodically. When information is no longer required, it will be securely deleted, anonymised or archived in line with our retention arrangements.

14. Changes to our Privacy Policy

This privacy notice was last reviewed in July 2026 and will be updated to reflect changes to the way we operate or changes to data protection legislation. We will bring any significant changes to your attention where appropriate. To make sure you keep up to date, we suggest that you revisit this notice from time to time. The latest full version is always available from our website.