

ADVANCE HOUSING AND SUPPORT LTD

Privacy Notice: Visitor

Introduction

Advance Housing and Support (company number 21143) registered in England and Wales and whose registered office is at 2 Witan Way, Witney, Oxon OX28 6FH are committed to protecting your privacy and keeping personal data that you provide confidential at all times, in accordance with UK data protection laws. This Privacy Notice sets out the information processing activities that Advance Housing and Support carries out in its capacity as data controller (registration number Z5558247).

This policy applies to all visitors of Advance Housing and Support premises. This policy does not form part of any contract.

References to “we,” “our” or “us” in this privacy policy are to Advance Housing and Support.

All personal data collected by Advance Housing and Support is processed in compliance with the requirements of the UK General Data Protection Regulation, the UK Data Protection Act 2018, the Data Use and Access Act 2025 and any other relevant legislation.

Personal data

When you visit our premises, you may provide us with, or we may obtain, personal data about you. This may include, but is not limited to:

- Name
- Contact phone number
- Email address
- Time and date of your visit
- Purpose for your visit/any enquiries or other correspondence with you
- Signature
- Car registration
- Movement through CCTV footage.

Special categories of personal information

Advance does not collect, store, or use “special categories” of more sensitive personal data regarding you when visiting our premises. However, should this change, we will update this policy and ensure that a legal basis is relied on.

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Where we collect your data

Advance collect personal data about visitors upon arrival at our premises. This will be through CCTV when entering our premises and in reception, and by using our sign-in book. For further information about how your personal data collected through CCTV is handled, please see our CCTV Policy.

Uses made of your personal data

The tables below describe the main purposes for which we process your personal data, the categories of your information involved and our lawful basis for being able to do this.

Purpose	Personal Information Used	Lawful Basis
Security and Crime Prevention (CCTV)	CCTV footage	Legitimate interest: to protect the safety of staff, visitors, and property.
Visitor Management	Name, contact details, date/time of visit	Legitimate interest: to manage access to the building and ensure safety.
Health & Safety Reporting	Incident data, personal details of those involved	Legal obligation: compliance with health and safety regulations.
Vehicle Management	Vehicle registration number	Legitimate interest: to manage parking facilities and ensure authorised access.

Where you have given us your consent to use your personal information in a particular manner, you have the right to withdraw this consent at any time, which you may do by contacting us as described in the "Contacting us" section below.

Disclosure of your personal data

We share personal data with the following parties:

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- Other service providers to our business: for example, CCTV contractors and IT services. All our service providers and other entities in the group are required to take appropriate security measures to protect your personal information.
- Police, law enforcement and security services: to assist with the investigation and prevention of crime and the protection of national security.

We do not disclose personal information to anyone else except as set out above.

Transferring your data internationally

The personal information collected by Advance may be transferred to and stored in countries outside of the UK, although it is not our standard practice to do so. Whenever we arrange for international transfers of data overseas we will ensure the suitable arrangements are in place to provide suitable safeguards for the people whose information we transfer. When we appoint overseas data processors we check that suitable arrangements are in place such as United Kingdom Adequacy Regulations, EU Standard Contractual Clauses, or other permitted mechanisms.

Data retention

Advance will only keep your personal data for as long as it is necessary for the purposes for which they were collected. Advance have policies in place to guide our retention of your personal data. If you have any further questions on retention periods, please contact us at data.protection@advanceuk.org.

Your rights

You have the following rights concerning your data:

- **Right of access:** You have the right to obtain confirmation from Advance as to whether personal data concerning you are being processed and, where that is the case, access to that data.
 - **Right to rectification:** You have the right to oblige Advance to rectify inaccurate personal data concerning you. Taking into account the purposes of the processing, you have the right to have incomplete personal data completed by providing a supplementary statement.
 - **Right to erasure (right to be forgotten):** You have the right (under certain circumstances, but not all) to oblige Advance to erase personal data concerning you.
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- **Right to restriction of processing:** You have the right (under certain circumstances, but not all) to oblige Advance to restrict processing of your personal data. For example, you may request this if you are contesting the accuracy of personal data held about you.
- **Right to data portability:** You have the right (under certain circumstances, but not all) to oblige Advance to provide you with the personal data about you which you have provided to Advance in a structured, commonly used, and machine-readable format. You also have a right to oblige Advance to transmit those data to another controller.
- **Right to withdraw consent:** If the lawful basis for processing is consent, you have the right to withdraw that consent at any time.
- **Right to object to direct marketing:** Where your personal data are processed for direct marketing purposes, you have the right to object at any time to processing of your personal data for marketing, which includes profiling to the extent that it is related to such direct marketing.
- **Rights in relation to automated decision-making and profiling:** Advance does not perform any automated decision-making based on personal data that produces legal effects or similarly affects you.

You should note that some of these rights may not apply as they have specific requirements and exemptions which apply to them, and they may not apply to personal information recorded and stored by us. For example, we do not use automated decision making in relation to your personal data. However, some have no conditions attached, so your right to withdraw consent or object to processing for direct marketing are absolute rights.

CCTV and photographs

Some of our locations and offices have CCTV and you may be recorded when you visit them. CCTV is used to provide security and to protect our customers, staff, visitors and communities. CCTV will only be viewed when necessary and footage is stored for a set period of time.

Advance complies with the ICO's CCTV Code of Practice and we put up notices, so you know when CCTV is used.

We may take photographs at our events, at our properties and in our communities to use for general marketing and publicity. However, photographs of individuals will only be used for those purposes with your consent, which is held within our Marketing, Communications & Customer Engagement team.

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Your right to lodge a complaint with a supervisory authority

You also have a right to lodge a complaint with Information Commissioners Office (ICO) where you believe we have not complied with UK data protection law. In the first instance, we encourage you to resolve the matter with Advance. However, you can contact the ICO via www.ico.org.uk, casework@ico.org.uk or 0303 123 1113

How to contact us

For further information regarding your personal data or about Advance's approach to data protection in general please contact our Data Protection Officer at:

Advance Housing and Support Ltd
2 Witan Way,
Witney Oxon,
OX28 6FH

(e) data.protection@advanceuk.org

(t) 0333 012 4307

Changes to our privacy notice

This privacy notice was updated in August 2025 and subsequently will be updated to reflect changes either to the way in which we operate or changes to data protection legislation. We will bring any significant changes to your attention but to make sure that you keep up to date, we suggest that you revisit this notice from time to time.

Version control

Version	Approved By	Date	Changes
2.0	Executive Director of Finance & Technology	08.10.24	Full update and refresh.
3.0	Data Protection Officer	07.08.2025	Routine review and update.