Thinkhouse Privacy Notice

Last updated: February 2026

Our privacy notices set out how we, Thinkhouse, collect, store and handle your personal information and what your information rights are. Your rights will vary with the service being used. We provide a range of services, so one notice for all services may not give you enough detail.

Personal information may be collected on a paper or online form, by telephone, email or by a member of our staff, or one of our partners.

Who we are

Thinkhouse.org.uk is a knowledge transfer website that has been set up to further the understanding of how to increase the amount and quality of the UK's housing stock and the related economic, social and community benefits of doing this. The site holds a number reports that have been published to meet this aim. The site is curated by an independent editorial panel. All relevant publications, which are grouped by year, will be included. The Editorial Panel will then assess each of these pieces to select those that they feel merit being included in the selected/showcase section. The Editorial Panel aims to have about a dozen reports included in the showcase section by the end of each year. The Ed Panel base their decision on the quality of the research/evidence, the coherence of the arguments, the report format/accessibility and how innovative and practical the pieces are.

The overall objective is to provide easy access to a few key reports and provide a home for all relevant work. These will help inform policy makers who are engaged in understanding how we can build more and better homes and communities, improve knowledge transfer and provide evidence/ideas to drive decision making. To help speech writers and journalists each annual section will include some interesting 'bite size' facts on reports published in the year. We have also started to trial the holding of links to international reports that provide interesting insights from around the world.

The site has been running since 2017 and was formally launched at the House of Lords in Spring 2018. It has no ties to or funding from any interest or political group and reports are selected solely on merit.

What personal information we obtain

We do not formally collect information about you. However we may hold the following information within our email client if you have included this information in your communications with us. Our website will also log cookies:

- Name
- Address

- Telephone
- Mobile
- Email
- Website

Why we collect information about you

We take your privacy seriously and will only use your personal information in connection with our aim to improve knowledge transfer.

How we use your information

We will use the information you provide in a manner that conforms to the Data Protection legislation. We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary. In some instances the law sets the length of time information has to be kept.

In general, we process your information only in connection with our aim to improve knowledge transfer in the housing sector. This means that if you are on our Editorial Panel, have been invited to any of our events, have contacted us via any means (including Twitter) we will assume you wish to receive information about our work and website updates. If this is not the case you can opt out by clicking this link

We will not pass any personal data on to third parties, other than those who either process information on our behalf, or because of a legal requirement, and it will only do so, where possible, after we have ensured that sufficient steps have been taken to protect the personal data by the recipient. We do not sell your information to any organisation.

We will not disclose any information that you provide 'in confidence' to us, to anyone else without your permission, except in the few situations where disclosure is required by law, or where we have good reason to believe that failing to share the information would put someone else at risk. You will be told about this.

We may process your information overseas using web services that are hosted outside the European Economic Area, but only with data processing agreements that meet our obligations under the Data Protection Act.

Information sharing

We may need to pass your information to other people and organisations that provide the service. These providers are obliged to keep your details securely, and use them only to fulfil your request. If we wish to pass your sensitive or confidential information onto a third party, we will only do so once we have obtained your consent, unless we are legally required to do so.

We may disclose information to other partners where it is necessary, either to comply with a legal obligation, or where permitted under the Data Protection Act, e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime.

We may disclose information when necessary to prevent risk of harm to an individual.

At no time will your information be passed to organisations external to us and our partners, for marketing or sales purposes or for any commercial use without your prior express consent.

We will provide further information of what information is shared with other organisations on data collection forms, service specific privacy notices and sharing agreements.

Communication with Thinkhouse

Telephone calls

Calls will not be recorded.

Emails

If you email us we may keep a record of your contact and your email address and the email for our record keeping of the transaction. For security reasons we will not include any confidential information about you in any email we send to you, unless you agree to this.

We suggest that you keep the amount of confidential information you send to us via email to a minimum and use email encryption, our secure online forms and services.

Where you receive emails direct from a service, you can withdraw consent and ask to be removed from the mailing list at any time by emailing us as info@thinkhouse.org.uk

Using our websites

If you are a user of the Thinkhouse web sites **www.thinkhouse.org.uk** we do not store or capture personal information, but merely logs a number called your IP address which is automatically recognised by the system.

The system will record personal information if you:

- contact us and leave your details for us to respond.

We use your information collected from the websites to personalise your repeat visits to our website. We employ cookie technology to help log visitors to our web site. A cookie is a string of information that is sent by a web site and stored on your hard drive or temporarily in your computer's memory. The information collected is used to track visitor use of our websites and to compile statistical reports on website activity. No personal information is collected this way. You can reject the use of cookies. Further information and how to block cookies is located at: www.aboutcookies.org or www.allaboutcookies.org. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our websites features may not function as a result.

Users 16 and under

If you are aged 16 or under, please get your parent or guardian's permission beforehand whenever you provide personal information on our website. Users without this consent are not allowed to provide us with personal information.

This policy only covers the Thinkhouse website maintained by us, and does not cover other websites linked from our site, so when you link to other websites you should read their own privacy policies.

How long your information will be held

We will not keep your information any longer than needed to provide the services you require. We may keep your data longer if we need to retain it for legal, regulatory or best practice reasons.

How we protect your information

The information you provide will be subject to rigorous measures and procedures to make sure it can't be seen, accessed or disclosed to anyone who shouldn't be allowed to see it.

Where required our computer systems are regularly patched and updated.

In addition to the firewall security features, we make use of Windows Security log files to monitor individual computers.

Relevant computer systems are backed up each week day. Backup drives are stored in a secure safe. Periodically, backups are checked to ensure the data can be restored successfully. To protect against ransomware attacks we use daily disk rotation and use Acronis Software for backups. The backup log files are checked on a daily basis.

We have a set of Information and Security policies. These define our commitments and responsibilities to your privacy and cover a range of information and technology security areas. We provide training to staff who handle information and treat it as a disciplinary matter if they misuse or do not look after your information properly.

We conduct assessments of privacy when making changes to processes or systems that hold your data. We assess the technical security of our systems and supplier systems.

We will not keep your information longer than it is needed or where the law states how long this should be kept. We will dispose of paper records or delete any personal information in a secure way.

We will investigate data incidents where we have found that your information may have or has been disclosed inappropriately and attempt to recover any data. We will inform you unless we decide it would present a risk to you and inform the authorities such as Police

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Your information rights

In general, you have the right to request that Thinkhouse:

- provide a copy of your personal information

- correct any errors in your personal information and restrict processing until completed
- object to the processing, depending on the service and legal basis
- erase personal information, depending on the service and legal basis
- withdraw consent and have your data deleted, if consent is used as the legal basis for the service
- to be informed of automated decision making, including profiling for the service

Where possible we will seek to comply with your request but we may be required to hold, retain or process information to comply with a legal obligation.

We try to ensure that any information we hold about you is correct. There may be situations where you find the information we hold is no longer accurate and you have the right to have this corrected. Please contact the Customer Service Office in the first instance.

You are legally entitled to request access to any information about you that we hold, and a copy. Contact **info@thinkhouse.org.uk** for options on how to request a copy of your personal information.

Contact information

www.thinkhouse.org.uk

If you have any concerns or comments please contact Data Integrity Manager directly:
Data Integrity Manager
Thinkhouse
Email: **info@thinkhouse.org.uk**

How to complain

If you wish to complain about your data privacy or information rights please contact the Customer Service Office in the first instance or at: **info@thinkhouse.org.uk**

If you wish to raise the matter directly with the Date Integrity Manager, use the contact details above.

Changes to this privacy notice

We will continually review and update this privacy notice to reflect changes in our services and feedback from service users, as well as to comply with changes in the law. When such changes occur, we will revise the 'last updated' date at the top of this notice and the current version will be at: **www.thinkhouse.org.uk**