



Grŵp Cynefin

Mwy na thai • More than housing

Data Protection, Privacy and Confidentiality

In this guide we want to make clear:

- How we get personal information about you
- Why we keep it
- What we do with it
- Who else gets to see it
- How you can find out what information we have about you



If you require this leaflet in a different format, for example large print, please contact us.

Data Protection, Privacy and Confidentiality

To do our job as a housing association we collect and store personal information about our tenants, other people who reside in our properties and housing applicants. This information (from tenancy forms, housing officer interviews etc) is known as 'personal data'. The law gives you the right to know what information we hold about you and requires us to use it fairly and properly in ways you understand. You can also have the information corrected if it is wrong.

In this guide we want to make clear:

- How we get personal information about you
- Why we keep it
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- Who else gets to see it
- How you can find out what information we have about you.

Terminology

The law on data protection uses words that have special meanings. The main terms are:



Personal Data: Information about an identifiable individual, such as a name or address.

Sensitive Personal Data: Sensitive personal data is defined as personal data consisting of information as to:

- Racial or ethnic origin
- Political opinion
- Religious or other beliefs
- Trade union membership
- Physical or mental health condition
- Sexual life
- Commission or alleged commission of any offence
- Any proceeding for any offence committed or alleged to have been committed, the disposal of such proceedings or the sentence of any Court in such proceedings.

Processing: Processing means obtaining, recording, disclosing, holding, using, erasing or destroying the data or carrying out any operation or set of operations on data.

Data Controller: The organisation handling the data. In this case that is us, Grŵp Cynefin.

Data Subject: The person the information is about - you

1. How do we collect information about you?

You give us information when you contact us. For example:

- You give us your name and address when applying for housing
- You might give us personal details when you call with enquiries about your tenancy or when asking for repairs to be done

Other organisations can give us information about you. For example:

- Other landlords or Councils can tell us about your previous addresses
- The Local Authority or the Department of Works and Pensions can tell us about applications you make for housing and/or other benefits

2. Why do we keep your personal data?

We may process your personal data for a number of reasons, including:

- To assess your housing application and to determine your accommodation needs;
- To help us with rent collection, housing benefit and to help maximise your income;
- To repair and maintain our homes and other facilities;
- To tailor our services and to meet your health and support needs;
- To provide you with information about us that may be of interest;
- To conduct surveys and provide statistics to government agencies;
- To prevent and reduce crime and to deal with anti social behaviour;
- To monitor equal opportunities;
- The law allows some information to be processed without your permission, for instance, ethnic monitoring information.

3. What do we do with personal data?

Grŵp Cynefin is known as a 'data controller'. What we do with data depends on your particular circumstances, and those of the people living with you. The law is clear though, we can only use it for purposes we have set out in advance. The law is designed to protect you, and says that any data we hold:

- Must be processed fairly and lawfully and only for specified purposes
- Must be accurate, relevant and not excessive
- Must be kept no longer than necessary
- Must be protected against accidental loss and unauthorised use

4. Where do we keep information and who gets to see it?

Personal data can be held on computer or on paper in a filing system.

We are committed to protecting your privacy and personal details. Only appropriate Grŵp Cynefin staff get to see your personal data, and they ensure that all personal information is treated confidentially.

There are circumstances where we disclose data to others. This might be to our contractors or our legal advisers; to other social landlords; to local authorities; to Government departments and to the police. When we do disclose data, we do our best to ensure it is kept secure and used properly.

As with personal data, sensitive personal data is normally seen only by Grŵp Cynefin staff. However, there may be circumstances where it is disclosed to others. Generally, this is done with your knowledge. For example, when we are confirming information with a doctor or social worker; or giving it to another social landlord when you or those living with you have asked to move home. However, there are circumstances where the law

allows us to disclose personal data without your consent.

5. What if the information is wrong?

If you find information that is wrong, you should tell us and we can correct it.

If you suffer physical or financial damage as a result of inaccurate information, you have a right to compensation. You can also claim compensation if your information is lost, damaged or destroyed without our authority. If you are dissatisfied, you should first write and complain to our Policy and Performance Officer. If your complaint is not resolved to your satisfaction, you can refer your concerns to the Information Commissioner (see the Further Information section of this leaflet).

6. How can you find out what information we hold on you?

Most of the information we hold is fairly obvious and in most cases we hold it because you or others living with you have given it to us.

Under data protection legislation you have the right to ask what personal data we hold about you.

There are certain exceptions to this right. For example, some information may be withheld from you if it could identify someone else and they object; or we may have a legal obligation not to disclose it; or the information may help to prevent or detect a crime.

We do not have to tell you if information has been withheld. If you suspect information has



been withheld without justification, you should contact the Information Commissioner (see the Further Information section of this leaflet).

7. Further Information

We have told the Government's Information Commissioner in detail about what data we collect and what we use it for. Detailed guidance on your rights and how if you have cause to complain are available from the Office of the Information Commissioner at:

Information Commissioner's Office – Wales
2nd Floor
Churchill House
Churchill Way
Cardiff
CF10 2HH

Phone: 029 2067 8400

Fax: 029 2067 8399

E-mail: wales@ico.gsi.gov.uk

Web: www.dataprotection.gov.uk

Alternatively you can get advice and assistance from a citizens advice bureau.

Web: www.adviceguide.org.uk/



8. Accessing Information we hold about you

If you want to see the information we hold about you, please contact:

Policy and Performance Officer
Ty Silyn
Y Sgwâr
Pen-y-groes
Caernarfon
Gwynedd
LL54 6LY

Phone: 0300 111 2122
E-mail: post@grwpcynefin.org

We need to be careful that you are who you say you are and we will need information from you to check on your identity. We have a form for you to fill in which we can send out to you. You need to return this by post, by email or by hand to one of our offices.

There is a charge of £10.00 to cover our administration costs.

Once we have verified your details, located your records, and received payment of the fee, we must respond to you within 40 days.

We will give you a copy of the information we have about you, details of where the information came from, a description of why we have it, and details of anyone else it may be seen by.