

# Privacy Notice



## Who we are?

Grŵp Cynefin is the Data Controller whose head office is located at Tŷ Silyn, Y Sgwâr, Penygroes, Caernarfon, Gwynedd LL54 6LY

Tel: 0300 111 2122.

The Data Protection Officer can be contacted via [post@grwpcynefin.org](mailto:post@grwpcynefin.org).



## What we do

1. Provide **social** and other types of housing.
2. Property and grounds **maintenance** and repair.
3. Managing your housing, tenancy/lease and account as your landlord.



## We Also:

4. Organize and help with community events.



5. Offer opportunities to be involved.



6. Give welfare and benefits advice.



7. Discuss **adaptations** made to the properties we manage.



8. Purchase, selling and develop properties.



9. Help with Support to Service Users.



## Grwp Cynefin wants to

‘Provide excellent homes and services, develop sustainable communities where people want to live’.

## Examples of how we collect your information

- when you apply for one of our homes
- complete one of our forms
- when you phone us
- write to us
- e-mail us
- meet with us
- respond to a survey
- we may also collect information when you use our social media sites and websites

## What we need to tell you

Our landline phone **calls are recorded for training and monitoring purposes.**

Our recordings are usually held for a period of **36 months.**



We operate a **CCTV** (Close circuit television) system at Grŵp Cynefin office. This is to help us stop crime.



From time to time we may use

- CCTV
- sound recording
- photography



to record evidence of someone breaking their tenancy, committing a crime or where there is anti-social behaviour.

We may also **take photographs**

- at our **events**
- **of our properties**
- **in our communities**



**We will ask you first before taking a photograph of you for general marketing and publicity.**

**Photos for these reasons will only be used with your consent.**



## We may get information about you from other places, including:

- Your council or benefits office  
(This will be about your housing situation)
- Landlords you have had in the past
- Credit agencies when you apply for housing
- Police, welfare or support organisations that are working with you.
- Councillors, MPs or other representatives that you have asked to work with you
- Financial institutions, such as banks, credit cards, Loans companies etc
- (when you apply for our services)

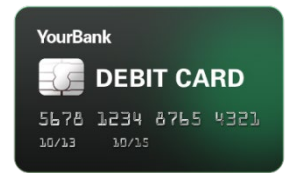


## What information we collect about you

- Full name (and proof of identity / photo ID)
- Date of birth
- National Insurance number (your unique identifier)
- Contact details (phone, e-mail or correspondence address)
- Details of anyone allowed to talk or act on your behalf
- Next of kin details
- Basic details (name and DOB, gender and preferred language of communication) of all people living in the house



- Banking details if you pay your rent by Direct Debit
- Card details if you pay by card  
(Card details are not kept)
- Proof that you are eligible for housing (details about owning/part-owning another property, any income/benefits)
- Bank statements, payslips or income details
- Other personal information that is individual to you so we can adapt our service to your needs



The information we may collect from you to meet your needs and provide the right support includes:

- Disabilities, vulnerabilities and protected characteristics, things like:
  - **age**
  - **disability**
  - **sex change**
  - **marriage and civil partnership**
  - **pregnancy and maternity**
  - **race/ethnic origin**
  - **religion or belief**
  - **sex**



- **sexual orientation** – For example - gay, lesbian, transgender, bisexual.
- **Health information**
- **Information about your support needs**



You need to give us information so we can work with you. If you don't give us information we cannot give you all our services. This means that you may not be able to rent a home from us. Or you won't be able to sell or buy a home with us.



## What we do with information collected

Your information is used to manage your tenancy or leasehold agreement. Or another contract between you and Grŵp Cynefin. Please read your contract carefully.



## What we do with the information we collect from you:

- Manage your account charges and payments, including bills you owe.
- Manage repairs, maintenance and adaptations of our properties.





- Making sure tenancy or contract conditions are kept. For example we will use collected information to help us stop [anti-social behaviour](#) or [fraud](#).
- We work to the law.



Grŵp Cynefin will ask you how well you think they are working. Grŵp Cynefin changes the way they work on your feedback.



Your Personal information is kept secure on Grŵp Cynefin's systems and in secure storage (where paper records are used).



## Children's and other residents of the property information

Grŵp Cynefin usually only process children's basic information if they live in one of our properties.

- Their name
- Sex
- Date of birth



This is needed for:

- Making sure the property is not overcrowded
- Helping us deal with tenancy issues when we need to know everyone's age
- Support planning and helping support the household



We may get children's information if we are involved in a welfare case/asked to help with information from agencies like Police or Social Services.

This is the same for any other adults who live with you.

## Property information

The information we use about our properties includes:

- the age of the kitchen
- results from an asbestos survey
- planning replacement windows
- gas safety information
- repairs to a tap



When personal details are used along with property information, this is personal information.



## How we will communicate with you

This will usually be in writing or by telephone but could be by email.

We are moving many of our services on-line.

To use this you need to have a computer and email address.

This is usually more convenient for you and more efficient for us.

Our tenants receive our newsletter 'Calon'.

This has information about what is going on within the organisation.

We will only discuss your tenancy with those named on the agreement.





Or those authorised temporarily or permanently by you.

You can authorise someone temporarily verbally over the phone or permanently in writing.

## Who we share data with

Grŵp Cynefin shares personal data with our contractors who are carrying out work. Our contractors and suppliers provide services to you and to us.



Grŵp Cynefin may need to share personal information with the following:

- government departments and agencies
- our regulator and auditors
- local authorities
- other housing associations
- support organisations
- mediation and advocacy partner organisations
- utility companies
- other organisations and agencies where we are legally allowed to do so.



We may also need to share information with the following

- solicitors
- insurers
- mortgage brokers
- financial advisors
- credit reference agencies
- court agents
- surveyors
- valuers relating to a property sale
- training providers or learning institutions



Sometimes we may have a duty to give your information by law to:

- Partner organisations whose jobs are similar to ours
- Other housing associations
- Local Authorities, regulators and government departments
- Police, fire services or the health authority or medical staff
- Others who may need information from us for their own purposes. For crime prevention or detection, for the prevention and detection of fraud



## How long we keep your records and information

We respect your privacy and will keep your information safe and secure.

We will usually keep a record of your information for 6 years after we've finished working together.

### What we will not do: We will not

- Send you unwanted adverts
- sell your personal data on to third parties
- pass on your personal data to unrelated third parties.



### We can pass on your details on if we

- are allowed
- can do so by law
- have your consent to do that



## Your rights, the right to complain and the ICO.

You have the right to request a copy of the data we hold about you.

Please contact [post@grwpcynefin.org](mailto:post@grwpcynefin.org) if you want to have any of your personal data.

We will always try to answer your questions as part of our service.

We will respond within 30 calendar days.

It will help if you can tell us what personal data you want to see.

What it's about and when you need it by.

This will help our search.

You have the right to correct information that we hold.

Please advise us of any changes or corrections by contacting our Customer Services team on 0300 111 2122 or via e-mail to [post@grwpcynefin.org](mailto:post@grwpcynefin.org).

You may withdraw your consent to use any information. Please tell us if you want to withdraw any consent by contacting

[post@grwpcynefin.org](mailto:post@grwpcynefin.org)

You also have other rights which can be seen by visiting the **Information Commissioner's Office (ICO)** website and reading about Data Protection law at <https://ico.org.uk>



You have the right to complain about anything we do. This includes how we use your personal data:

- In the first instance please contact our Customer Services team on 0300 111 2122 or e-mail [post@grwpcynefin.org](mailto:post@grwpcynefin.org)
- If you are still not happy with our service you may complain to the Public Services Ombudsman Service at <http://www.housing-ombudsman.org.uk/>.
- If you wish to complain about our use of your personal data you may complain to the UK Information Commissioner's Office (ICO) at <https://ico.org.uk/>



## Further information.

For further information about Grŵp Cynefin, please see our website at [www.grwpcynefin.org](http://www.grwpcynefin.org) or contact our Customer Services team.



## Changes to our Privacy Notice.

Our Privacy Notice is regularly kept up to date and this version was updated on 25 May 2018. The latest full version is always available from our website at [www.grwpcynefin.org](http://www.grwpcynefin.org)

