



Privacy Notice

Committed to your privacy

This Privacy Notice explains what to expect when Cardiff Community Housing Association collects and uses your personal information. Please read it carefully.

If you'd like to learn more about our Data Protection and Privacy Policies or get further clarification, please contact us

Address: Data Protection, Cardiff Community Housing Association
Tolven Court, Dowlais Road, Cardiff, CF24 5LQ

Phone: 02920 468 490

Email: dataprotection@ccha.org.uk

UPDATE: Our response to Coronavirus (COVID-19)

We have added this section to let you know how we are processing your personal data in response to the outbreak of Coronavirus (COVID-19).

We may ask you to tell us if you are self-isolating or have been diagnosed with the virus. For example, if you are asking us, or one of our repairs contractors, to visit your property. We will only use this information for the purposes of ensuring the health, safety and wellbeing of our employees, contractors, and wider communities.

We may share your personal data, including information about your symptoms, to our contractors and any related third party.

Our lawful bases for processing your personal data:

- We are processing your personal data for the purposes of carrying out our obligations and exercising specific rights required by social protection law;
- We have a legal obligation to ensure the health and safety of our employees and contractors;
- We are processing your personal data for a substantial public interest;
- We may process your personal data for your vital interest and you are not able to provide consent.

We won't disclose this information to anyone else unless it is necessary to do so to comply with any of our legal obligations, or where there is a substantial public interest to do so. For example, we may have to approach Public Health Wales, or another relevant statutory body, for advice in some instances.

Our promise

Cardiff Community Housing Association is committed to respecting your privacy and ensuring the personal information you have entrusted to us is processed in accordance with the Data Protection Act 2018, the Privacy & Electronic Communications Regulations 2003 and the General Data Protection Regulation.

These laws are there to strengthen your rights and give you control over the personal information that organisations hold about you.

How we collect personal data about you

We collect personal information regarding your tenancy either directly from you, the local authority, homeownership/direct sale and when you register for MyAccount. We also collect personal information when you report:

- Repairs
- Anti-social behaviour (ASB)
- Fly tipping
- Compliments and complaints

We also collect personal information through CCTV.

What personal data we collect about you

Most of the personal information that we process is information that you have given to us about you and the people who live with you. This includes:

- Name, address, date of birth, National Insurance number, address, email address, telephone numbers, tenancy reference, personal reference
- Next of kin – name, address, contact details
- Financial profiling & Rent details
- Diary entries of actions and conversations
- Tenant profiling details
- Gender, age, disability, ethnicity, marital status, sexual orientation, gender reassignment, religion, language
- Details of occupants living at the property including details of children: name: gender, date of birth, relationship to tenant
- Behaviour indicators
- Personal Attributes – Vulnerabilities and language preferences
- ASB database
- Complaints
- Repairs

- Cookies when you visit our website

In addition to the above, when we deal with antisocial behaviour cases we may process information relating to criminal convictions or allegations. Sometimes we process personal information about you that we've been given by other organisations such as the local authority or the police. This could include, for example, information relating to:

- Housing applications
- Housing benefit claim
- Support package

The organisation would only share this information with us, though, where either you have given them permission to do so or the law allows them to do so.

Processing special category personal data

Data Protection Act 2018 and the General Data Protection Regulations recognises some information as 'special category personal data' and 'special categories of personal data'.

This includes, but is not limited to, information which reveals your religious beliefs, health issues, race or ethnic origin.

Cardiff Community Housing Association will always treat any special category personal data we process with the greatest care. We will process the information in accordance with the Data Protection Act 2018 and the General Data Protection Regulations.

When processing special category personal data, our legal basis for doing so will either be one of the following:

- further to obtaining your explicit consent to do so
- the processing is necessary for the purposes of carrying out our obligations and exercising specific rights required by social protection law
- the processing is in your vital interest and you are not able to provide consent
- the processing is carried out in the course of our legitimate activities with appropriate safeguards
- our processing relates to personal data which has been manifestly made public by you
- our processing is necessary for the establishment, exercise or defence of legal claims or processing is necessary for archiving purposes in the public interest.

Why we collect your personal data

We process your personal information, including any special categories of personal data, in connection with managing your tenancy. Therefore, the legal basis under which we process your personal data is for the performance of our contract (your tenancy) and to enable us provide services to our tenants and other residents.

This would also include:

- Dealing with any housing applications
- Dealing with any antisocial behaviours incidents
- Dealing with any insurance claims
- Dealing with any complaints and appeals.

If you did not give us the information, we wouldn't be able to provide you with a tenancy, and ongoing support during the tenancy. In our ongoing relationship with our tenants, we may need to communicate with you as a business for example, when you help us with a survey that we undertake in order for us to improve the service that we provide.

Who we share your personal data with

In order to manage your tenancy, we have to share your personal information with other organisations or local authority. This includes but not limited to contractors working for Cardiff Community Housing Association; organisations like the local authority, to allow them to process any claims for housing benefit that you might make or to provide a service to you: or the Police and other agencies for the purpose of crime prevention or detection.

We will only pass your information if you consent for us to do so, where there are laws that allows us to do so, or it's necessary for us to do so in order for us to manage your tenancy.

We monitor information security compliance and have written Data Protection Agreements which obligate our third party providers to process your personal information only on our instructions and in accordance with applicable data protection and privacy laws.

Sharing data outside of the UK

Much of the personal information that we process at Cardiff Community Housing Association is held electronically, and most of this is held in our offices in Cardiff. Some of our computer systems store the information offsite and, when they do, we work closely with the software providers to make sure that information is stored in accordance with the requirements of the General Data Protection Regulation.

No personal information is transferred outside of the UK.

How long we keep your personal data for

Cardiff Community Housing Association will only keep your personal information for as long as it is required and in accordance with statutory requirements. For example we keep personal

information regarding tenancy for 6 years after the tenancy has ended. Where the information is no longer required, we will ensure that it is disposed of in a secure manner.

Your data protection rights

Under data protection law, you have the right:

- To request in writing and securely obtain copies of the personal information Cardiff Community Housing Association holds about you.
- To correct or update your personal information processed by Cardiff Community Housing Association.
- To delete your personal information processed by Cardiff Community Housing Association.
- To request Cardiff Community Housing Association to stop processing your personal data where there is no legal requirement for continued processes.
- The right to lodge a complaint with the Information Commissioners Office.

Reporting complaints or compliments

Please contact us if you wish to raise a concern about Cardiff Community Housing Association's handling of your personal information, or compliment what you think we have done well.

You also have the right to lodge a complaint with the information Commissioner's Office about how we manage your data like can be found here:

<https://ico.org.uk/make-a-complaint/>

For further guidance on your rights, you may wish to visit: <https://ico.org.uk/>

Changes to this privacy notice

Cardiff Community Housing Association will review this privacy notice regularly and may update it at any time, for example, in the event of changes in law or how we operate.

Please do check our website from time to time. If there are any significant changes in the way we process your personal information, we will provide a prominent notice either on our website or send you a notification by post.



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