**North Wales Housing PRIVACY NOTICE**

**Also known as Fair Processing Notice (FPN)**

**This notice is to fulfil our duties under the UK General Data Protection Regulation (GDPR)[[1]](#footnote-2) to you concerning your personal data and in accordance with our GDPR and Data Protection Policy and the Privacy and Electronic Communications (EC Directive) Regulations 2003 (PECR).**

**Summary**

This Privacy Notice is a public document available to anyone and applies to customers, service users and tenants of North Wales Housing to explain how the organisation collects and processes personal information in order to conduct normal business activities as a UK charitable housing association.

North Wales Housing are a Registered Social Landlord (RSL) regulated by Welsh Government.

It is important that you read this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

**Normal activities can be summarised as:**

1. Providing social and other types of housing and housing support services.

2. Property and grounds maintenance and repair.

3. Managing your housing, tenancy/lease and account as your landlord.

**We also provide additional optional services including**

4. Organising and assisting community events.

5. Offering opportunities to be involved.

6. Providing welfare and benefits advice.

7. Adaptations made to the properties we manage.

8. Selling properties.

9. Support to Service Users.

**Who we are**

North Wales Housing is the ‘Data Controller’ of the personal data you provide to us.

North Wales Housing’s registration number **Z5865343** and our registered address is:

**North Wales Housing, Plas Blodwel, Broad Street ,Llandudno Junction, Conwy, North Wales,**

**LL31 9HL.**

**A bit about us**

Our tenants are put at the heart of everything that we do, having recently developed a Tenant Participation Strategy that expands our approach to engagement to ensure that all customers have access to an appropriate level of involvement.

Most housing records we hold electronically, with some on paper. We have a legal duty and are committed to keeping these confidential, accurate and secure at all times in line with Data Protection legislation.

**Vision**

Our vision is to make a difference to people’s lives, by providing homes to be proud of and creating communities in which they can thrive.

**Mission**

Transforming lives with great homes, quality services and support.

**Values**

Our values and standards are what make us North Wales Housing. They are what we stand for. All our people work to these values that collectively sum up the character of the organisation. Our values drive our decision making on a daily basis and the way we act will embody our values.

* **Open…** we are transparent in the way we work and make decisions.
* **Trust…** we do what we say we will do. We behave with honesty and integrity.
* **Responsive…**to our customers, staff and partners needs and aspirations
* **Fairness…** we’re open to all, but closed to prejudice. We will actively promote equity and respect diversity.
* **Learning…**we look for better ways in the future.  We acknowledge when we make mistakes and learn from them. We look outward to learn from others.

**How we collect your information**

North Wales Housing collects information from you via a variety of sources, including when you apply for one of our properties or services, complete one of our forms, when you call, write, e-mail or meet with us or respond to a survey. We may also collect information when you use our social media sites and websites.

**Call Recording**

All calls processed through our BT Cloud App are subject to call recording (inbound and outbound). The primary purpose for call recoding is for training and awareness.

Recorded calls will also be used for quality monitoring and/or complaint handling and used to protect staff from false allegations aggressive, inappropriate, or vexatious callers and as evidence in Anti-Social Behaviour (ASB) cases.

Ordinarily, calls recorded will be retained for 90 days, unless the recording is downloaded for use for one or more of the above purposes – in which case it will be subject to North Wales Housing’s Document and Data Retention Policy for that purpose.

NWH process call recording data in accordance with its Call Recording Policy and Data Protection legislation.

**CCTV**

NWH operate a CCTV system at office premises for the prevention and detection of crime.

From time to time we may operate CCTV / sound recording and / or use photography to capture evidence of breach of tenancy, alleged anti-social behaviour or crime.

**We may receive information about you from third parties including:**

* Your council or benefits office relating to your housing.
* Previous landlords and credit agencies when you apply for housing.
* Police, welfare or support organisations dealing with you.
* Councillors, MPs or other representatives acting on your behalf/instruction.
* Financial institutions when you apply for our services.

**Specific Circumstances**

We may also 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 and with your consent.

**IES/Smart Meter Devices**

Where you live in a property which has been fitted with an IES Device and Smart Meter (or needs to be fitted with an IES Device/ Smart Meter), in order to comply with our obligations to Welsh Government, we will share your key contact details with Welsh Government service providers as part of their initiatives (such as the optimised retrofit programme) in order to achieve ‘net zero’. The data collected by the IES device is about the property and will not be linked back to your personal data. The data will only be used to provide statistical information to Welsh Government only.

You may be offered the option of having a smart meter activated by a service or utility provider, there are additional services available which can provide you with feedback on how to improve energy efficiency and reduce costs - this is up to you if you agree to have your utility/usage data analysed.

**What information we collect about you**

For housing management and housing support purposes, the information North Wales Housing require from you or will collect about you, the tenant(s) or leaseholder(s), includes:

* Full name
* Date of birth
* National Insurance number (your unique identifier)
* Contact details (e.g. contact number, e-mail, correspondence address and/or your indicated preferred method of communication)
* Details of anyone authorised to act on your behalf if applicable which includes the contact details of your next of kin
* Basic details (name and DOB, gender and preferred language of communication) of all household residents
* Banking details if you pay your rent by Direct Debit
* Card details if you pay by card (*however card details are not stored*)
* Other financial information (where necessary)
* Proof of housing eligibility, any interest or equity in other property
* Proof of Identity (passport/drivers licence/photo ID)
* Council tax and any benefit entitlement information, to verify your circumstances
* Details of your housing needs, to find you a suitable property
* Relevant information that you provide to our officers in conversations or correspondence
* Feedback from any of our contractors following appointments they have had with you
* Other personal information that will vary on a case by case basis to help us resolve breach of tenancy, alleged anti-social behaviour or fraud
* Your previous housing history

**The information we may collect from you includes:**

* Disabilities, vulnerabilities and or Covid status and other protected characteristic information. We use this information to tailor our service to better meet your particular circumstances and needs. We may use this information for health and safety risk assessments, safeguarding of staff and/or others or to provide appropriate support you.
* Financial information. We may use this to help resolve arrears payments and optionally to provide welfare, benefits and debt advice as a free service to help you budget and pay your bills. This information will be stored separately.
* Health information when we require this to support funding for adaptations made to the property you are living in. More specific details are provided if you use this service.
* Bank statements, payslips or income details when we require this information for processing a house sale or purchase.
* Information about your support needs to help you remain living in your home.
* To participate in initiatives to assist in the prevention of financial and social exclusion.
* Telephone call records (as specified above)
* CCTV and video records for the prevention and reduction of crime and safety
* Video and audio data in meetings
* Video and audio recordings of meetings

**To facilitate additional services and enhance your experience with us, North Wales Housing may request:**

* Your name and contact details for newsletters, service information and customer satisfaction surveys (further details on surveys provided below)
* Details of relatives, friends or neighbours who you trust to contact us on your behalf, e.g. to arrange one of our services for you (there may be people nominated by you such as solicitors or someone with power of attorney to send correspondence to or an advocate)
* Information about complaints relating to our service or other individuals
* Keep records of any accidents or incidents involving you or your home
* (with your consent) information with which to offer you additional housing services
* (with your consent) your name, story, photo or video for advertising, brochures, press releases or use by the media

**Additionally:**

* We may hold information about your history, eg. regarding credit or criminal offences
* If you make a complaint, this will be linked to your personal data but you will not be treated any less favourably or penalised for raising a grievance.

Whenever you communicate with North Wales Housing, we may need to obtain personal details about you to enable us to perform any required actions. We will only request personal data that is appropriate for delivering services to you, to fulfil your requests and to meet our legal obligations.

If you do not provide the data we need, then we may not be able to provide all our services to you, and ultimately you may not be able to hold a tenancy, lease or license with us, or sell or purchase a property through us.

**What you can expect us to do with your personal data**

The purpose of the information we require from you is to enable us to effectively fulfil and manage your tenancy or leasehold agreement or other contract between you and North Wales Housing. Please read your contract carefully for specific details as ‘performance of a contract’ is usually the legal basis for processing your information and carrying out our activities.

**The processing activities we conduct can be summarised as:**

* Managing your account charges and payments, including arrears.
* Managing the repairs, maintenance and adaptations of our properties.
* Ensuring tenancy (or contract) conditions are complied with, such as dealing with anti-social behaviour or fraud.
* Complying with relevant legislation and regulation.

**The lawful basis for the processing of data will depend upon the purpose.**

* **Contract** – we will process personal data in order to take steps to enter into a contract/agreement, manage and fulfil a contractual agreement and our obligations under that agreement.
* **Legitimate Interests** - We process information about household members in our legitimate interests of knowing who is resident at our properties and to ensure that the property is appropriate to the needs of the household and its location.
* **Legal Obligation** - As a Landlord, we have a legal obligation concerning fraud prevention and gas inspection. We also have to complete statutory, legal and regulatory returns which are dependent upon your data.
* **Consent** – Where we have asked for your consent for a specific purpose, you can withdraw this at any time.

**GDPR Condition/Provision under Data Protection Act 2018 for processing special category data**

Where we collect relevant special category data about you, we rely on the Social Protection purposes condition under Article 9 (2) (b) of the GDPR, and Schedule 1 Part 1 (1) of the Data Protection Act 2018 for this type of data and criminal offence data. There may also be limited circumstances in which we rely on your explicit consent to process the special category data in question.

Where we collect equality and diversity information (race, ethnic origin, religious/philosophical beliefs, disability data and sexual orientation), we rely on Schedule 1 Part 2 (8) of the Data Protection Act 2018 (Equality of opportunity or treatment) as this type of data is used in reporting to Welsh Government and feeding in to the regional strategic approach to promoting equality and diversity through sharing reporting data with the North Wales Registered Social Landlords Equality Partnership (NWREP).

**Data Storage**

North Wales Housing operates with the Microsoft 365 environment for file storage and communication, Open Housing and Open Accounts for tenancy related matters and billing and Discovery for Supported Housing.

Personal data is stored and managed securely within those systems, which are maintained to achieve a high level of confidentiality including following best practice cyber security standards.

The information is stored in the cloud (Microsoft 365 UK based servers) and on premises (housing systems). Data is also backed up remotely and with enhanced security.

**Who we share data with, how it is shared and how long we keep information**

Only North Wales Housing staff who have an operational need to see your personal data will be allowed access to it.

North Wales Housing shares limited personal data with our contractors who are carrying out services on our behalf. Our contractors and suppliers who provide services to you and to us are required to comply with the law and our own Data Processing Agreement to ensure data is managed appropriately and for specified purposes, including to run our out-of-hours telephone service or to complete emergency, responsive or planned property repairs.

We may share your information with a language translation service if it is necessary to translate any information into or from a different language for you.

North Wales Housing may need to share personal information with government departments and agencies, with our regulator and auditors, with local authorities, with other housing associations and support organisations, with mediation and advocacy partner organisations with utility companies, vacant property management companies or with other organisations and agencies where we are legally allowed to do so.

Information relating to a tenancy or lease agreement will be kept for as long as the agreement is active or where money is owed on the account, and for a period not exceeding six years afterwards. The basic history of who held a tenancy at which property and when will be held forever. Further details on the time periods for different types of information held by North Wales Housing are available in our Retention Policy.

North Wales Housing are required by Welsh Government to conduct surveys which will inform our regulatory self-assessment. As such, we outsource this data gathering to ARP (ARP Research Ltd <https://arp-research.co.uk/housing/star-surveys/> ) to undertake STAR surveys on our behalf, to provide us with a report so that we can meet Welsh Government returns requirements. The type of data shared with ARP will be: names, contact details and selected equality and diversity information (age, gender, disability), data on tenancy length, reporting of repairs, anti-social behaviour and complaint. There is a robust data processing agreement in place with the provider and they are required to process the data securely, in accordance with our instructions, data protection legislation and to securely destroy the data from their systems once the survey programme is completed.’

North Wales Housing use 3rd party IT provider North Tech (<https://north.tech/privacy-policy/>) for IT Management and Support Services and WPG Printing Group(<https://www.wpg-group.com/wp-content/uploads/2019/07/WPG_DataProtection_GDPR_Policy.pdf> for printing and posting correspondence and documentation. Both are data processors where there are robust agreements in place.

We may need to share information with solicitors, insurers, agents, mortgage brokers, financial advisors, credit reference agencies, court agents, surveyors, valuers relating to a property sale and training providers or learning institutions.

**In some cases we may have a duty to disclose your information by law to:**

* Our partner organisations whose purposes are compatible 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.

All personal data North Wales Housing collect and hold about you will be processed by our staff in the United Kingdom and no third parties will have access to your personal data unless there is a legal obligation for us to provide them with this.

**What we will not do**

**We will not:**

* send you unsolicited marketing material
* sell your personal data on to third parties
* pass on your personal data to unrelated third parties unless we are allowed or required to do so by law or we have your explicit permission to do that.

**I registered with North Wales Housing to apply for a house. Can I change my mind?**

North Wales Housings needs your consent to collect your data. If you want to change your mind, you can do this at any time but this does mean you won’t be able to apply for a house.

To cancel your application please contact the above address (under who we are) or Phone: 01492 572727

Email: [customerservice.mailbox@nwha.org.uk](mailto:customerservice.mailbox@nwha.org.uk)

**Children’s and other residents of the property information**

North Wales Housing does not ordinarily process children’s information as part of a tenancy, as all tenants are adults. However, we record children’s basic information if they are resident in one of our properties, including their name, gender and date of birth. This is required for checking the property is not overcrowded and to assess other tenancy management or housing support needs where all householders and ages are required to be known.

We may receive children’s information if we are involved in the housing and tenancy aspects of a welfare case or child protection as part of a multi-agency working solution.

We also may record children’s and young people’s information for support planning and providing support to the household.

This is also applicable for any other adults who live with you as a household.

**Property information**

Much of the data we use relates to our properties and their maintenance and repair. We do not consider property information used in conjunction with the property address to be your personal information. For example, the age of the kitchen, results from an asbestos survey, planning to replace windows or a repair to a tap.

We are usually happy to provide you with answers to questions you may have about the property you are living in and work done to it.

As soon as your name, contact details or other personal information is used in conjunction with property information, such as to complete a property repair visit, then this is treated as personal information.

**How we will communicate with you**

North Wales Housing needs to communicate with our tenants, residents and service users under the lawful basis of contract. This will usually be in writing, via email or by telephone. This communication will be linked with service delivery.

We will only discuss or communicate your tenancy or lease details 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).

You can also choose to communicate via our chat bot and live chat via the [website](https://www.nwha.org.uk/) .

**‘Marketing Communications’ linked closely to our values**

North Wales Housing will send you communications about the following:

• Opportunities at NWH, including tenant engagement, training, and events

• Jobs, careers, volunteering and work experience opportunities

• Additional information including health and wellbeing

• Keep you informed about what’s going on at NWH e.g. receive our tenant newsletter Clwb Seren.

We consider sending Marketing Communications to you via email and text to be within our legitimate interests. However, we recognise that not everyone wants to be contacted like this. If you don’t want to be contacted in this way you can contact us with the subject ‘OPT OUT’.

There is no intention of marketing third party products or services to you.

Anything promoted will be free and clearly outlined for social benefit or promoting wellbeing.

**Your rights, the right to complain and the ICO**

Rights of access, correction, erasure, and restriction

**Your duty to inform us of changes**

It is important that the personal information we hold about you is accurate and up to date. Please keep us informed if your personal information changes during your relationship with North Wales Housing.

**Your rights in connection with personal information**

Under certain circumstances, by law you have the right to:

* **Request access (commonly known as a "Subject Access Request"**. This enables you to request a copy of the personal information we hold about you and to check that we are lawfully processing it.
* **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
* **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
* **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
* **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
* **Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Data Protection Officer and request a copy of the Subject Access Policy and Form or download the form at <https://www.nwha.org.uk/about-us/data-protection/> .

**Right of Complaint and the ICO**

You have the right to complain about any matter relating to our service, including how we use your personal data: In the first instance please contact our Customer Services team. If you wish to make a complaint, raise a concern or ask a question about your personal data, you can do so by contacting the Data Protection Officer on: 01492 572727 or via e-mail [Gareth.roberts@nwha.org.uk](mailto:Gareth.roberts@nwha.org.uk) .

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: 2nd Floor, Churchill House, Churchill Way, Cardiff CF10 2HH

Telephone: 016 2554 5297 – Welsh Language Operators also available

Email: [wales@ico.org.uk](mailto:wales@ico.org.uk)

Website: <https://ico.org.uk/>

**Review and Changes to this Privacy Notice**

North Wales Housing’s Privacy Notice is regularly kept up to date with changes in the law and will be reviewed annually. This version was updated on **4th March 2022**.

The latest full version will be available on our website at <https://www.nwha.org.uk/about-us/data-protection/> .

**Document Control**

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| --- | --- |
| **Organisation** | North Wales Housing |
| **Title/Filename** | NWH Privacy Notice |
| **Author** | Data Protection Officer |
| **Owner** | Finance & Resources Director |
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**Changes/Review Log**

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| --- | --- | --- | --- |
| **Date** | **Description** | **Change by** | **Reviewed by** |
| 04/03/2022 | V6 -  Section on IES/Smart Meter Devices added to include updated privacy information and details of sharing, in accordance with Welsh Government obligations. | Data Protection Officer. | Assistant Director Homes & Data Protection Officer. |

1. UK GDPR means the GDPR as transposed into United Kingdom national law by operation of section 3 of the European Union (Withdrawal) Act 2018, together with the Data Protection Act 2018, and other data protection or privacy legislation in force from time to time in the United Kingdom. [↑](#footnote-ref-2)