

AELWYD HOUSING ASSOCIATION LTD - PRIVACY STATEMENT

Aelwyd Housing Association takes your privacy very seriously. The information you have provided will only be used by the Association to support you in connection with your tenancy and to ensure that the Association can properly discharge its duties. We will not share your information with any marketing companies and it will not be used to 'automate' decision making.

Responsible Person – Data Controller

The person responsible for all matters concerning the privacy and processing of any personal data, also known as the data controller, can be contacted as follows:

Sarah Mulcahy
Aelwyd Housing Association
56 - 58 Richmond Road,
Cardiff.
CF24 3ET

They can be contacted on enquiries@aelwyd.co.uk or you can contact the Association directly.

Your Rights

Under the General Data Protection Regulation (GDPR), you have certain rights regarding your data. You have the right to ask us for a copy of any data we hold about you. You have a right to have any data that is incorrect, corrected. You have the right to object to the use of your data. You have the right to have your data provided to you to take elsewhere in a suitable format. You have the right to have your data deleted in certain circumstances. If you wish to exercise any of these rights, then please contact our data controller. You also have the right to lodge a complaint about the use of your data with the Information Commissioner. Details for the Information Commissioner and making a complaint can be found on their website at www.ico.org.uk

Use of your data:

We have collected the personal information that you have provided and will process this information because we have entered, or may enter, into a tenancy contract with you and, under the GDPR, have a lawful basis for doing so. Your information will be used by administrative and technical staff within the company to:

- Ensure that your repairs are dealt with efficiently and effectively;
- Assist you in a medical emergency and when there are concerns about your well-being;
- Ensure that your rent account is properly maintained;
- Help to safeguard your health and safety;
- Ensure that your obligations to utility companies are met;
- Prevent fraud;
- Help us to improve the services which we provide to you;

Your details are stored securely on a password protected system within the UK. Any physical copies of information will also be stored securely. We will keep your details as long as you remain a tenant. When you are no longer a tenant, we will keep your information in our archive for 6 years. This is to comply with our legal obligations. Once we no longer need to hold any of your information it is securely disposed of. We may share your information with the following:

- Contractors and consultants engaged by us;
- Your local authority;
- Department of Work and Pensions (DWP);
- Your next of kin;
- Utility companies and TV Licensing;
- Statutory bodies;
- The Telecare / Emergency Repairs service provider;
- Income recovery services.