


# Privacy Notice for Working Families



This Privacy Notice looks at how we (United Welsh) handle your personal data for the running of our Working Families Project.

Some of our other activities have separate Privacy Notices in line with our Privacy Policy which are available on our Website or from the contact details below.

United Welsh Housing Association Ltd, Y Borth, 13 Beddau Way Caerphilly, CF83 2AX

 02920 858 100

 [data.protection@unitedwelsh.com](mailto:data.protection@unitedwelsh.com)

 [www.unitedwelsh.com](http://www.unitedwelsh.com)

Our Data Protection Officer is Nia Roblin, Head of Governance and Compliance, you can contact her on the details above.

## How we use your personal information?

Most of the information we use, is information you have given us directly about yourself or the people you live with. However, some may be information that we are given by a third-party organisation such partner Housing Associations, Job Centres or third sector support charities and agencies, or some may be information that is publicly available.

Information category	Why do we need it?	Legal bases
Basic details such as*: • Name • Address • Email addresses • Phone numbers • Employment status	To be able to offer the Working Families Project.	• Legitimate Interest
	To be able to contact you as part of reviewing the services we offer and ensuring we are meeting the needs of our customers.	• Legitimate Interest
	To be able to meet our legal requirements under H&S and Safeguarding.	• Legal Obligation, and secondary base: Employment, social security and social protection
Special Categories such as*: • Health Information • Criminal Convictions or offences	To be able to offer the Working Families Project.	• Legitimate Interest, and secondary base: Employment, social security and social protection
	To be able to meet our legal requirements under H&S and Safeguarding.	• Legal Obligation, and secondary base: Employment, social security and social protection

	To be able to review the services we offer and ensuring we are meeting the needs of our customers.	• Legitimate Interest, and secondary base: Employment, social security and social protection.
Familial or relationship Information such as*: • Household makeup • Financial Information such as benefit entitlement • Family Circumstances Information	To be able to offer the Working Families Project.	• Legitimate Interests
Images/ Photographs/ Videos	Promotional purposes such as press releases, publications and social media campaigns.	• Explicit Consent
CCTV	For the purposes of crime prevention we operate a number of CCTV schemes within or at our offices, our supported specialist housing and our flats with communal entrances and spaces.	• Legitimate Interests
Voice Call Recordings	All telephone calls made to or from our numbers are recorded for training and monitoring purposes.	• Legitimate Interest

\*The examples given of the information that we use are not exhaustive lists.

## Who do we share your personal data with?

We will share your information internally or with organisations that will be able to provide additional support to you depending on your circumstances and involvement with the Working Families Project, we will only do this following a discussion with you and this may include information on your family members and circumstances.

We may also share your information with other partner organisations when there are laws that allow us to do so or we have a legitimate interest in doing so, when we are confident that you would reasonably expect us to. For example, when reviewing our services in order to make improvements that would benefit you.

We may also share your information when you have given us explicit consent to share your information.

## How long do we keep your information for?

We will store your data in line with our retention schedule, legislative requirements and best practice guidance until the data is no longer needed for the purpose it was collected. Following this the information will be destroyed and disposed of in a secure manner in line with our procedures. If we are required to keep the information for statistical purposes we will anonymise or pseudonymise it where possible.

## Your individual rights

You have a number of individual rights under the General Data Protection Regulation (GDPR).

You have the right to access the personal information that we process about you. If you believe the personal information we hold on you is inaccurate or incomplete, you have the right to have it corrected or completed. Where we are using your information based solely on your consent, you also have the right to withdraw this consent at any time by contacting us.

You also have the right, in certain circumstances, to block the processing of your data, object to some types of processing or even have your data deleted or in some cases transferred to another organisation of your choice.

More information about all of the rights below can be found from our website or by visiting [www.ico.org.uk](http://www.ico.org.uk)

## Storage of your personal data

To enable us to provide our Working Families Project we will store your personal data on a number of electronic systems as well as paper records. Some of these systems are held on site in our privately owned corporate network or in a Cloud based services, w. Where this happens we work closely with the providers to ensure the security of your information in line with legal requirements. None of your information is ever stored or shared outside of the European Economic Area.

## Not happy with any of this?

If you are not happy with any of the ways we handle your data then please tell us.

If you are still not happy you are able to complain to the UK's supervisory authority for data protection – the Information Commissioner's Office by visiting [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) or by phoning them on 0303 123 1113.