

Privacy Notice for Youth Housing Choice (Consultation Phase)



Your privacy is important to us. This Privacy Notice looks at how we (United Welsh Housing Association Ltd) handle your personal data in providing you with the Youth Housing Choice service.

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

 029 20858 100

 data.protection@unitedwelsh.com

 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. However, some may be information that we are given by a third-party organisation such a local authority or third sector support charity, 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	To be able to contact you and provide you with information on the development of the service and to invite you to participate in the development of the service.	• Legitimate Interest
	To create anonymised statistical information will be used to develop and review the Youth Housing Choice service we offer and ensure we are meeting the needs of citizens and communities.	• Legitimate Interest
	To be able to contact you and provide you with a reward for your participation in the development of the services.	• Legitimate Interest
Special Categories such as*: • Health Information • Criminal Convictions or offences	To create anonymised statistical information will be used to develop and review the Youth Housing Choice service we offer and ensure we are meeting the needs of citizens and communities.	• 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	To create anonymised statistical information will be used to develop and review the Youth Housing Choice service we offer and ensure we are meeting the needs of citizens and communities	• Legitimate Interest
Images/ Photographs/ Videos	Promotional purposes such as press releases, publications and social media campaigns	• Explicit Consent
CCTV	We operate a number of CCTV schemes at our offices for crime prevention.	• Legitimate Interest
Voice Call Recordings	The calls made to and from our landline 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 (including partner organisations involved in the project) or with organisations that will be able to provide additional support to you depending on your personal circumstances and the Youth Housing Choice service that we are developing. We will only do this if 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.

Anonymised statistical reports and case studies created during the service will be kept forever as a record of the work undertaken by the Youth Housing Choices service.

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

Storage of your personal data

To enable us to develop the Youth Housing Choices Service we will store your personal data on a number of electronic systems. Some of these systems are held on site in our privately-owned corporate network or in a Cloud based services, 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 using the contact details above.

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 or by phoning them on 0303 123 1113.