



This Privacy Notice looks at how we (United Welsh Housing Association Ltd) handle your personal data in providing you with the Community Wellbeing Service, in line with our contract with the City of Cardiff Council. The City of Cardiff Council will remain the Controller of any data or information produced by the service.

If you have any questions about the information in this privacy notice please contact us on the details below, Our Data Protection Officer is Nia Roblin, Head of Governance and Compliance.

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

Tel: 02920 858 100
Email: tellmemore@unitedwelsh.com
Visit: www.unitedwelsh.com

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 such as your Citizens Advice Bureau or the local authority.

For us to provide you with the full Community Wellbeing service we will need to ask you to share some information about your health and wellbeing. You do not have to share this information, but it may limit what we can do for you if you do not.



| Information category | Why do we need it? | Legal bases |
|--|--|---|
| Basic details such as*: <ul style="list-style-type: none"> • Name • Address • Email addresses • Phone numbers • Date of birth | To be able to contact you and provide you with the Community Wellbeing Service. | Legitimate Interests |
| | To be able to review the services we offer and ensure we are meeting the needs of our citizens and our communities. | Legitimate Interests |
| | Anonymised statistical information will be used to review the services we offer and ensure we are meeting the needs of our citizens and our communities. | Legitimate Interests |
| Special Categories such as*: <ul style="list-style-type: none"> • Health Information • Criminal Convictions or offences | To be able to provide you with tailored support advice to improve your Wellbeing. | Legitimate Interest and the secondary base of Employment, social security and social protection |
| <ul style="list-style-type: none"> • Race, ethnic origin, religion • Sex life or sexual orientation | To record our work with you and the support given to you by our Community Wellbeing Coordinators. | Legitimate Interest and the secondary base of Employment, social security and social protection |
| | Anonymised statistical information will be used to review the services we offer and ensure we are meeting the needs of our citizens and our communities. | Legitimate Interest and the secondary base of Employment, social security and social protection |
| Familial or Relationship Information such as*: <ul style="list-style-type: none"> • Any information you share with us about your family or connections that impact on your wellbeing | To be able to provide you with tailored support and advice to improve your Wellbeing. | Legitimate Interest |
| | Anonymised statistical information will be used to review the services we offer and ensure we are meeting the needs of our citizens and our communities. | 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?

Depending on your support needs, we may refer you to other services or share information of your engagement with us with other organisations, we will only do this with your permission and having discussed it with you first.

We will only share your personal information with your permission, unless there is a law that requires us to do so.

Part of providing the Community Wellbeing Service includes reporting to the City of Cardiff Council in-line with our contract. However, we will only share anonymised statistical information or anonymised case studies with them and not your personal data.

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 keep your information on our system for 12 months after you finish working with us.

If you have been referred to us from a third party but do not want to work with us, please let us know and we will remove your referral information from our system. Otherwise, we will keep your referral information for 3 months while we try and contact you.

After this, the information will be destroyed and disposed of in a secure manner in line with our privacy policies and procedures.

The anonymised statistical reports and case studies created during the service will be kept forever as a record of the work undertaken by the Community Wellbeing 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 these rights can be found from our website or by visiting www.ico.org.uk

Storage of your personal data

To enable us to provide you with the Community Wellbeing 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 service. Where the latter happens, we work closely with the providers to ensure the security of your information is in line with legal requirements.

We also use paper records when necessary, for example initial referrals from a support organisation, these are held in locked storage that is only accessible by relevant members of staff until they are added to the electronic system following which the paper copies are securely destroyed.

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 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.