Privacy Notice for Pre-Tenancy Application Stage

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This Privacy Notice looks at how we (United Welsh Housing Association Ltd) handle your personal data to process your application for housing with us as a Registered Social Landlord: providing Social Housing. 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

Tel: 02920 858 100
Email: data.protection@unitedwelsh.com
Visit: 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 as a local authority, the Police 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 • Date of birth	To be able to process your application for housing with us.	• Contract • Legal Obligation
	To be able to contact you as part of reviewing the services we offer and ensuring we are meeting the needs of our applicants, tenants and our Communities.	• Legitimate Interests
Tenancy Application Information such as*: • Financial Information and benefit entitlement • References • Support Requirements • Residential Status	To be able to process your application for housing with us.	• Contract • Legal Obligation
	To be able to review the services we offer and ensure we are meeting the needs of our applicants, tenants and our Communities.	• Legitimate Interests
	Defend ourselves against legal allegations and claims.	• Legitimate Interest

Special categories such as*: • Health information • Criminal convictions or offences	To be able to process your application for housing with us.	• Contract • Legal Obligation • And secondary base: Employment, social security and social protection
	We are legally required to ensure we do not discriminate against any groups of protected characteristics.	• Legal Obligation • And secondary base: Employment, social security and social protection
	To be able to review the services we offer and ensure we are meeting the needs of our tenants and our communities.	• Legitimate Interests • And secondary base: Employment, social security and social protection
Familial or relationship Information such as*: • Household makeup • Number of children and their ages	To be able to process your application for housing with us.	• Contract • Legal Obligation
	To be able to review the services we offer and ensure we are meeting the needs of our applicants, tenants and our Communities.	• Legitimate Interests
CCTV	We operate a number of CCTV schemes at our offices, our supported specialist housing schemes and our apartments with communal entrances and spaces for crime prevention.	• Legitimate Interest
	Health and Safety and legal requirements as a landlord and a responsible employer.	• Legal Obligation
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?

In order to process your application for housing, we may share your information with our partners Celtic Horizons Ltd and Mears Ltd who provide our repairs and asset management service.

We may also share information with local authorities to process your housing application or the Police or other agencies for purposes such as assessing suitability for a particular property, support provision or crime investigation and prevention. 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?

The length of time we keep your information for will depend on why we need to process it. We will keep it 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. 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 these rights can be found from our website or by visiting www.ico.org.uk

Storage of your personal data

To enable us to process your application for housing with us 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, these are held in locked storage that is only accessible by relevant members of staff. 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.

Hysbysiad Preifatrwydd Cais Cyn-Tenantiaeth

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Mae'r Hysbysiad Preifatrwydd hwn yn trafod sut byddwn ni (United Welsh Housing Association Ltd) yn trin eich data personol wrth brosesu eich cais am gartref gyda ni fel Landlord Cymdeithasol Cofrestredig. Mae rhai o'n gweithgareddau eraill yn destun Hysbysiadau Preifatrwydd ar wahân yn unol â'n Polisi Preifatrwydd, a'r manylion ar ein gwefan neu wrth gysylltu â'r isod.

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Ein Swyddog Diogelu Data yw Nia Roblin, pennaeth llywodraethu & cydymffurfiaeth. Gallwch gysylltu â hi wrth ddefnyddio'r manylion uchod.

Ein defnydd o'ch manylion personol?

Bydd y rhan helaeth o'r wybodaeth a ddefnyddir yn fanylion byddwch wedi rhoi i ni am eich hun neu'r bobl rydych yn cyd-fyw â nhw. Fodd bynnag, efallai byddwn yn cael rhai manylion gan drydydd partïon fel awdurdod lleol, yr heddlu neu elusennau cymorth trydydd sector, neu o wybodaeth gyhoeddus.

Categori gwybodaeth	Rheswm am eu casglu?	Seiliau cyfreithiol
Basic details such as*: • Enw • Cyfeiriad • Ebost • Ffôn • Dyddiad geni	Prosesu eich cais am gartref gyda ni.	• Contract • Dyletswydd gyfreithiol
	Cysylltu â chi wrth adolygu ein gwasanaethau a sicrhau ein bod yn diwallu anghenion ein cwsmeriaid.	• Diddordebau dilys
	Prosesu eich cais am gartref gyda ni.	• Contract • Dyletswydd gyfreithiol
Manylion cais tenantiaeth* • Gwybodaeth ariannol a budd-daliadau • Tystlythyrau • Anghenion cymorth • Statws preswyl	Adolygu ein gwasanaethau a sicrhau ein bod yn diwallu anghenion ymgeiswyr, tenantiaid a'n cymunedau.	• Diddordebau dilys
	Amddiffyn ein hunain rhag honiadau a hawliadau cyfreithiol	• Diddordeb dilys

Categorïau arbennig • Gwybodaeth iechyd • Euogfarnau neu droseddau	Prosesu eich cais am gartref gyda ni.	• Contract • Dyletswydd gyfreithiol • A sail eilaidd: Cyflogaeth, nawdd cymdeithasol a diogelwch cymdeithasol
	Rydym yn gyfreithiol gyfrifol am sicrhau na fyddwn yn gwahaniaethu yn erbyn unrhyw grwpiau gyda nodweddion wedi'u diogelu	• Dyletswydd gyfreithiol • A sail eilaidd: Cyflogaeth, nawdd cymdeithasol a diogelwch cymdeithasol
	Adolygu ein gwasanaethau a sicrhau ein bod yn diwallu anghenion ymgeiswyr, tenantiaid a'n cymunedau.	• Diddordebau dilys • A sail eilaidd: Cyflogaeth, nawdd cymdeithasol a diogelwch cymdeithasol
Manylion teulu / perthnasau • Pobl yn y cartref • Nifer ac oedrannau plant	Prosesu eich cais am gartref gyda ni.	• Contract • Dyletswydd gyfreithiol
	Adolygu ein gwasanaethau a sicrhau ein bod yn diwallu anghenion ymgeiswyr, tenantiaid a'n cymunedau.	• Diddordeb dilys
CCTV	Er atal troseddu rydym yn cynnal nifer o gynlluniau CCTV o fewn ein swyddfeydd, ein cartrefi cymorth arbennig a fflatiau gyda mynedfeydd comunol, a gofodau cyffredinol.	• Diddordeb dilys
	Gofynion cyfreithiol ac iechyd a diogelwch fel landlord a chyflogwr cyfrifol.	• Dyletswydd gyfreithiol
Recordio Galwadau Ffôn	Recordio pob galwad ffôn o ac i'n rhifau ni at ddibenion hyfforddi a monitro.	• Diddordeb dilys

*Nid yw'r enghreifftiau o'r wybodaeth byddwn yn defnyddio yn rhestrau cynhwysfawr.

Rhannu eich data personol gyda phwy?

Er mwyn prosesu eich cais am gartref, gallwn rannu eich gwybodaeth gyda'n partneriaid Celtic Horizons Ltd a Mears Ltd sy'n darparu ein gwasanaethau trwsio a rheoli asedau.

Gallwn hefyd rannu gwybodaeth gydag awdurdodau lleol er mwyn prosesu eich cais am gartref, neu gyda'r heddlu neu asiantaethau eraill at ddibenion fel asesu addasrwydd ar gyfer cartref penodol, darpariaethau cymorth, ymchwilio neu atal troseddau. Byddwn ond yn gwneud hynny pan fydd deddfau'n caniatáu hynny, pan fydd diddordeb dilys gennym mewn gwneud hynny, neu pan fyddwn yn hyderus byddech yn disgwyl i ni wneud hynny. Er enghraifft, wrth adolygu ein gwasanaethau er mwyn cyflwyno newidiadau er eich lles chi.

Gallwn hefyd rannu gwybodaeth pan fyddwch wedi rhoi caniatâd penodol i ni rannu eich gwybodaeth.

Cadw eich manylion am ba hyd?

Byddwn y cyfnod cadw eich manylion yn dibynnu ar y rheswm am eu prosesu. Byddwn yn eu cadw'n unol ag arferion y cwmni, gofynion deddfwriaethol a chyfarwyddyd arferion gorau tan na fydd bellach angen cadw'r wybodaeth at y dibenion y casglwyd yn y lle cyntaf. Yn dilyn hynny, byddwn yn distrywio a gwaredu'r wybodaeth yn unol â'n gweithdrefnau. Os bydd gofyn i ni gadw'r wybodaeth at ddibenion ystadegol, byddwn yn ei gwneud yn anhysbys ble'n bosibl.

Eich hawliau unigol

Mae gennych nifer o hawliau unigol o dan y Rheoliad Diogelu Data Cyffredinol (GDPR).

Mae hawl mynediad gennych i'r manylion personol byddwn yn prosesu amdanoch. Os byddwch yn credu bod eich manylion personol yn ein meddiant yn anghywir neu anghyflawn, mae hawl gennych i'w cywiro. Pan fyddwn yn defnyddio eich gwybodaeth ar sail eich caniatâd yn unig, bydd hawl gennych i ddileu'r caniatâd hwnnw ar unrhyw amser wrth gysylltu â ni.

Yn ogystal, mae hawl gennych o dan rai amgylchiadau i flocio prosesu eich data, gwrthwynebu rhai mathau o brosesu neu hyd yn oed ddileu eich data, neu mewn rhai achosion i'w trosglwyddo i gorff arall o'ch dewis.

Manylion pellach am yr hawliau hyn ar ein gwefan neu yn www.ico.org.uk

Storio eich data personol

Er mwyn prosesu eich cais am gartref byddwn yn storio eich data personol ar nifer o systemau electronig. Bydd rhai o'r systemau hyn ar ein safle yn ein rhwydwaith corfforaethol preifat neu mewn gwasanaeth cwmwl. Yn achos yr olaf, byddwn yn cydweithio'n agos â'r darparwyr er diogelu eich gwybodaeth yn unol â gofynion cyfreithiol.

Byddwn hefyd yn defnyddio cofnodion papur pan fydd angen, gan eu cadw dan glo gyda mynediad yn gyfyng i aelodau staff perthnasol yn unig. Ni fyddwn yn storio neu rannu eich gwybodaeth tu allan i Ardal Economaidd Ewrop ar unrhyw adeg.

Anhapus gydag unrhyw beth?

Os na fyddwch yn hapus gydag unrhyw un o'r ffyrdd byddwn yn trin eich data, cofiwch ein hysbysu wrth ddefnyddio'r manylion uchod.

Os byddwch yn dal yn anfodlon, gallwch wneud cwyn i awdurdod arolygu diogelu data'r Deyrnas Unedig - Swyddfa'r Comisiynydd Gwybodaeth yn www.ico.org.uk/concerns neu wrth ffonio 0303 123 1113.