



**Rhondda**

housing association | cymdeithas tai

working together for a brighter future

# LOOKING AFTER YOUR PERSONAL DETAILS

Here's a brief overview of how we handle your personal information at Rhondda Housing Association.



[www.rhondda.org](http://www.rhondda.org)

# YOUR INFORMATION IS IMPORTANT, SO WE WILL TREAT IT THAT WAY



We've been working hard at RHA to make sure that all of our policies meet the General Data Protection Regulations. These came into force in May 2018, and are a big change to data protection laws in Britain.

One of our key aims as an organisation is to ensure the security of our tenants, and this includes your personal data. Our revised policies give you increased protection and peace of mind that we are only processing your information in a way that adheres to the law. We think that's the right thing to do.

In this leaflet you'll find everything you need to know about how we collect, manage and handle your personal information, and the control you have over it.

## WHAT INFORMATION WILL WE COLLECT ABOUT YOU?



We'll only ever collect the information we need to provide you with our services or manage our Association.

Most of this will be information that you gave us when you signed up – things like your name, contact details, date of birth and national insurance number. If you're applying for our services on someone else's behalf, we'll collect information about them from you and from third parties.

During your tenancy, we'll also collect complaints, appeals, insurance claims, details of any anti-social behaviour – either because there are laws that allow us or require us to process it, or because we need it to manage your tenancy. Some of this information may come from other organisations, such as the Police or the Local Authority. The other organisation will only share information with us if you've given them permission, or if there is a law that allows them to do so.

# WHAT IF I'M RECEIVING **SUPPORT SERVICES FROM RHA?**



If you are receiving support through our Homelessness Intervention Project (HIP) team, your information may be shared more widely, and this will be explained to you when you sign up for support.

In order to provide you with the support that you need, we will share your information with other agencies to help you with your housing situation. We will also talk to other people on your behalf, to help resolve any issues you are experiencing. At times we may need your permission to share information with other agencies such as housing benefit. We ask you to sign a form to give your permission for this when you sign up for support.

Once you have finished receiving support, your information will be destroyed securely 12 months after your support has ended.

## HOW LONG WILL WE **KEEP YOUR INFORMATION?**



At Rhondda Housing Association, we have a Document Retention Policy, which sets out how long we will keep your information.

If you decide to leave your property and you're no longer a tenant of RHA, we will securely destroy your information after 2 years – as long as your rent balance is clear and there are no outstanding issues with your property.

If there is a balance left on your rent account or issues with your property, we will keep some of your information indefinitely. However, we will only keep the information that we need.

Our CCTV footage is held for 30 days, and so are the recordings we make of phonecalls to the office.

# HOW WILL WE USE YOUR INFORMATION?

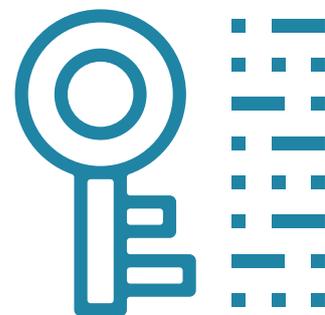


If you are a tenant of ours, we will collect your contact details and your rent payment history. We will also collect information that will help us to provide housing and maintenance services, such as, if you have a disability or if there are any reasons that we need to visit you in pairs.

If you ask us for help with managing your money, we will collect details about your income, expenditure and any information that will help us to identify any entitlements you may have to claim benefits.

We will keep a record if you'd like to be a Share Member of RHA and take an active role in the work of the organisation. If you choose to volunteer with us or get involved, we will keep your contact details as well as information about any disabilities that may require us to make adjustments for you.

# WHO WILL WE SHARE YOUR INFORMATION WITH?



We will only share your information if you give us your permission, where there is a law that allows us or if we need to in order to manage your tenancy.

We may share your information with contractors so that they can carry out checks or repairs on your property, or with the local authority to enable them to process a claim for housing benefit.

# WHERE DO WE STORE YOUR INFORMATION?



We store some of your information at our offices in Tonypanydy, and this is held electronically.

We also store some of the information off-site – this is so that we can ensure that the information is backed up and protected, or because our systems require us to. Where third parties are involved, we work hard to make sure that the information is stored in accordance with the requirements set out in the General Data Protection Regulations.

## WHAT ARE YOUR RIGHTS?

Under the General Data Protection Regulations, you have the right to access the personal information that we hold about you.

If you believe that the information is incorrect or incomplete, you have the right to request that it is corrected or deleted. In some circumstances, you have the right to stop us from processing your data. You also have the right to lodge a complaint with the Information Commissioner's Office.

## WHAT SHOULD YOU DO IF YOU WANT MORE INFORMATION?

If you have any specific questions about GDPR and Rhondda Housing Association, please email [enquiries@rhondda.org](mailto:enquiries@rhondda.org) or call **01443 424200**.

You can also find extensive information on the Information Commissioner's Website: [www.ico.org.uk](http://www.ico.org.uk)

Follow us on:

 @RHAhousing  Rhondda Housing Association

 rhahousing  Rhondda Housing Association

[www.rhondda.org](http://www.rhondda.org)