



**Merthyr
Housing**

*Where People
Come First*

**Tai
Merthyr**

*Lle Daw Pobl
yn Gyntaf*



Privacy Notice Information for Tenants

You may have heard of the new General Data Protection Regulation (GDPR) which is coming into force on 25th May 2018 and which sets out some new obligations on the information we need to give you regarding the personal data we store and use.

We will be the data controller in relation to a lot of your personal data that we hold about you and so we have produced this information leaflet in order to explain what personal data we collect from you, how that personal data is used and your rights in relation to this.

If you would like more information about any of the areas in this information leaflet then you can visit our website and access our policy on Data Protection for Tenants. A copy of this is also available by sending a request to mtha@mtha.org.uk.



What sort of personal data do we hold about you?

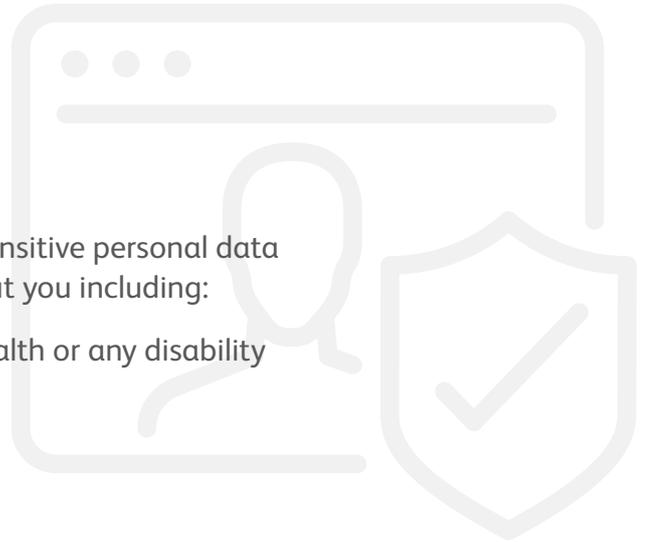
We collect, store and use (process) a variety of personal data about our possible, current and former tenants. The sort of personal data that we hold about you includes:

- your name
- address
- proof of identity
- date of birth
- bank details

We may also process some more sensitive personal data if you have provided this to us about you including:

- information relating to your health or any disability or medical condition
- your race or ethnic origin
- your religious beliefs
- your sexual orientation

It may also be necessary from time to time for us to process data about you relating to criminal convictions or offences.



Why do we need to process your personal data?

As a landlord, the primary purpose we have in collecting, storing and using your personal data is to enable us to manage your tenancy agreement with us. This includes processing your personal data during the application process as well as throughout the lifetime of your tenancy to enable us to manage your tenancy appropriately. Processing your personal data ensures that we can perform our obligations as landlord under the tenancy agreement and means we can comply with our legal obligation to provide safe and secure housing. In some cases we may use your personal information to pursue other legitimate interests that we have as a housing association (e.g. public protection) but whenever this happens, we are under an obligation to consider whether your interests override those legitimate interests and if they do, we will not process your personal data for those purposes.

We also may need to process more sensitive personal data when managing your tenancy, for example when arranging suitable adaptations that may need to be made to a property if you suffer from a disability. There may also be circumstances where we need to use your sensitive personal data to undertake monitoring of diversity and equality. We will always make sure that before



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processing any sensitive personal data that we hold on you we have a lawful basis for doing this, whether that is by obtaining your explicit consent to the use of your sensitive personal data, or because it is to protect your vital interests where you are unable to give consent or because it is otherwise in the public interest for us to do so.

We also have a responsibility to assist with the prevention and detection of crime and deal with legal claims which may arise. This includes dealing with nuisance or anti-social behaviour complaints. These are the sorts of situation in which we may need to process personal data about you relating to criminal convictions or offences or when we may need to pass on CCTV footage to the relevant authorities.

From time to time we may ask you for your consent to us using your personal data or sensitive personal data for a particular purpose. If this is the case, we will make it very clear what we are asking you to consent to and will make it very clear how you can withdraw your consent (which you will be entitled to do at any time).

Who do we share your personal data with?

As data controller for much of the personal data we hold about you in connection with your tenancy, Merthyr Tydfil Housing Association is the primary organisation which will process personal data about you in relation to your tenancy. In order to enable us to carry out our role as your landlord and manage your tenancy, we do rely on other parties to assist us and so we will sometimes share your personal data with third parties such as:

- contractors who work for us in maintaining our properties
- organisations who process rent payments or help us with our IT systems

Sometimes we will also share your personal data with other bodies such as the local authority, for example the housing benefit team if this is a service they provide to you. You may also have other needs which the local authority fulfil and which means we need to share your personal data with it in order to make sure that you obtain the care and services you require.

We may also share your personal data with bodies such as the police or social services if there is a legal basis for us to do so, such as the need to prevent and detect crime in our local community or in relation to safeguarding issues for children or vulnerable people.



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We will always make sure that any third parties who we share your personal data with have suitable safeguards in place to protect the security of your data and that they make sure that your data is kept confidential and processed in accordance with the requirements of the GDPR.

We will never transfer your personal data outside the European Economic Area.

Where do we get your personal data from?

Although a lot of the personal data we hold about you will have been given to us directly by you during the tenancy application and sign up process, we may process some personal data that we have received about you from third parties such as a referring agency, local authority (for example via the Common Housing Register), social services or the police. Any third party that provides your personal data to us will need to make sure that they have a lawful basis for giving us your data, which may mean you have consented to the data being given to us although there may be other lawful reasons which justify them having passed your data on to us.

How long do we keep your personal data?

We have very clear policies on how long we keep your personal data and will ensure that we do not keep your personal data for longer than we reasonably need to.

What are your rights under the GDPR?

You have a number of rights under the GDPR in relation to the way in which we process your personal data and sensitive personal data. These rights include the right to access the personal data that is processed, the right to object to processing and the right to have personal data amended if it is inaccurate. You also have the right in certain circumstances to have personal data about you deleted.

If you would like to access any of your rights under the GDPR then please address these to:

Merthyr Tydfil Housing Association,
11/12 Lower High Street, Merthyr Tydfil, CF47 8EB
or email mtha@mtha.org.uk.

You also have the right to make a complaint to the Information Commissioner's Office — this body is the regulatory authority in the UK and has the power to investigate complaints about breaches of data protection law.

