



The Abbeyfield Wales Society - Privacy Notice

The Abbeyfield Wales Society Ltd (AWS) aims to respect the privacy of its tenants, residents, staff, trustees and volunteers. Your contact with us generates records that we keep and may use and this inevitably includes records of some personal information relating to you which is subject to the Data Protection Act 1998.

This privacy notice explains our approach to data protection and our compliance with the General Data Protection Regulations (GDPR).

How we collect personal information

We collect information in a variety of ways including via our website, on various forms we may use, and contracts (tenancies and care & employment contracts), and through our ongoing contact and correspondence with you, with other support agencies which relates to you, and from people associated with you such as family, friends, advocates, neighbours and statutory and voluntary agencies. At some schemes we may have CCTV cameras to record events in public areas.

If you provide us with personal information relating to you, members of your family or your associates we will assume that you do so with their knowledge and consent.

It is important that you notify us of any changes to your personal information as soon as possible so that we can contact you easily. You can let us know about changes by telephoning the Newport Office on 01633 244182.

What information we hold

When you apply to become a tenant, resident, employee, volunteer or trustee, we collect information to determine your housing and/or care and support needs if you are applying to become a resident. If you are applying to become an employee, volunteer or trustee, we will collect information to determine your suitability for a role with us.

If you are applying for accommodation or support or care services with us, in order to help us assess your application, we may take up references from other housing providers/private landlords, the Police, the Probation Service, support workers, social workers and mental health workers or others that have been involved in providing housing, support or care to you. We may also collect feedback from our contractors about their appointments with you and other aspects of our routine contact with you. We will record information whenever you contact us or use our services and we will note any action taken, for example logging repairs, so that we have a record of what happened.

If you are applying to become an employee, volunteer or trustee we will take up personal or professional references and undertake a DBS check where it is appropriate to that role.

As a resident, staff member, trustee or volunteer we may also collect details including your bank details, benefit and council tax information, national insurance number and we will also hold your personal contact details and emergency contact information.

We also hold and collect essential information about our staff, volunteer and trustees and this is usually collected through an application form or a CV to assess an individual's suitability for a job role and to short-list for an interview for a role. Unsuccessful job applications will be destroyed after an appointment to a role is made.

Applicants who become staff members will have their information retained and we will also hold records relating to references, learning and development, supervisions and any actions under their contract of employment in line with our disciplinary and grievance policies and where appropriate a DBS check. We will also hold bank records in order to facilitate payment of salary and/or expenses. We will hold staff records for a maximum of six years after an employee has left our employment and then destroy those records.

Who the personal information relates to:

We collect and hold personal information about:

Tenants and Residents; This includes current, former and potential tenants and residents who live in our properties and may include information about the members of their family and people associated with them or providing care and support to them.

Visitors - Visitors to our website and to our office Homes and Houses including visitor books. Anyone who makes a complaint or enquiry to AWS.

Volunteers: This includes current, former and potential volunteers and their emergency contact details. We may also hold bank records for payment of expenses.

Staff: - This includes their application and/or CV, references, learning and development records, supervisions, any actions under their contract of employment, emergency contact details and bank details for payment of salaries and/or expenses.

How we use our records

We keep records to allow us to:

- Make allocations of accommodation in our supported housing or nursing homes
- Manage tenancies and contracts of occupation including collecting rent and service charges and nursing fees
- Provide a repairs and maintenance service
- Offer help with debts and benefits
- Provide support and care services which help tenants and residents achieve their goals
- Provide housing management, care and support services for elderly and our other vulnerable tenants
- Keep in touch with our tenants and residents, understand your needs and preferences and invite you to events
- Prevent and detect crime and resolve disputes
- Promote safety and the quiet enjoyment of our neighbourhoods and communities
- Engage with tenants and residents to make improvements to our products and services
- Promote equal opportunities and fair treatment for all our tenants and residents
- Provide information (e.g. about products and services) you request from us
- Develop new products and services to meet the future needs of our communities
- Meet our legal obligations, including those owed to our funders or regulators
- Manage our Volunteer workforce
- Manage our employed workforce

"Sensitive" personal information

Under the Data Protection Act 1998 certain personal information is classified as "sensitive". Sensitive data is information relating to physical or mental health, sex life, religious or philosophical beliefs, political opinions, membership of a trade union, allegations of criminal offences and criminal convictions and offences.

We aim to minimise the information we hold and our use of sensitive categories of personal information but, given the services we provide, there are times when we use it to understand our tenants and residents needs better, for example when providing accommodation and nursing care for older or disabled persons, when resolving neighbourhood disputes involving alleged criminal activity or when helping someone to access care services. When we collect specific sensitive data we will notify you of how we will use it, including who it may be shared with, and seek your consent to this.

For our volunteers and our staff we will aim to minimise the sensitive data we hold and aim to limit this solely to information relating to their application/CV and emergency contact details.

Direct marketing

We never provide your personal information to other companies for them to use for marketing purposes.

Sharing your information

Your personal information will be kept secure and confidential. Our staff, trustees and volunteers only have restricted access to personal information on a "need to know" basis. We may share information about our residents and employees with contractors, or agencies we work with, such as Local Authorities, Social Services, Police, other social landlords, with a purchaser or potential purchaser of our business and others when AWS believes it is in your, or the public's, interest to do so. We will also disclose information when required by law.

In particular, please be aware:

- Current or forwarding addresses may be shared with utility companies, TV licensing and Council Tax offices to ensure billing details are correct.
- If you default on any tenancy/licence/Contract conditions, information about you may be provided to authorised debt recovery agencies, to enable them to recover the debt. This may affect future applications for tenancies, credit and insurance.
- We may discuss your financial situation, rent or fee payments (including any arrears) and any claims made for welfare benefits with an external debt advice agency, Welfare rights advisor, the housing benefit department or the local authorities housing advice and homeless prevention team to make sure that benefits are paid correctly.
- We may pass data about your rent and/or fee payment record to credit reference agencies. This will enable them to assist other organisations to assess your financial standing if you apply for products and services.
- We will provide any potential or future employer of a staff member with a basic reference only and we will only ask for a reference form a potential employee following a job offer.
- Only with your explicit permission, can we share information with a third party, for example, a relative, advocate or adviser acting on your behalf.

Your rights

You have the right to ask us not to process your personal information if it is causing or likely to cause substantial damage or distress, or for the purpose of direct marketing. There may also be other specific circumstances where you may wish for us to stop processing your data, such as if you agreed to take part in a survey or signed up to an optional service. However, we need to maintain certain records to enable us to provide you with the services you enjoy.

You have the right to access any personal information we hold about you. If you would like copies of some specific information from your files, we will try to provide it as quickly as possible and **MUST** provide it to you within one calendar month.

If you require a substantial amount of your personal information, there is a formal process for this, under the Data Protection Act 1998, known as a Subject Access Request (SAR). **If you wish to do this you should contact the telephone number below and ask for a Subject Access Request Form.**

You also have the right to claim compensation if we fail to comply with the Data Protection Act 1998 and you suffer damage as a result.

What you need to know about making a SAR:

- The right of subject access under the Data Protection Act 1998 is an individual one. This means that we cannot process joint requests – they have to be treated separately.
- You can write to us to make your request and, if necessary, we will provide you with a SAR form for completion. ***Please write to The Chief Executive Officer, The Abbeyfield Wales Society Ltd, Pagefield House, 24, Gold Tops, Newport, NP24 4PG. Alternatively you can call our office on 01633 244142***
- We will require proof of your identity and address – we will let you know this when we receive your request.
- We do NOT charge a for a SAR.
- When we receive your request with payment and have confirmed your identity to our satisfaction, we shall respond and provide your information within one calendar month.

Changes to our privacy notice

This privacy notice will be updated to reflect changes either to the way in which we operate or changes to data protection legislation. We will bring any significant changes to your attention but to make sure that you keep up to date, we suggest that you revisit this notice from time to time.

Contacting us

We welcome any queries you may have regarding this privacy notice, or any information we hold about you. Please contact:

The Chief Executive Officer, The Abbeyfield Wales Society Ltd, Pagefield House, 24, Gold Tops, Newport, NP24 4PG.

Other Resources

The Information Commissioners Office (ICO) is the UK's independent body who upholds

information rights in the public interest. Abbeyfield Wales Society Ltd is registered as a Data Controller with the ICO. Their contact details are below:

Information Commissioner's Office
Wycliffe House Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Fax: 01625 524 510

Website: <https://ico.org.uk/>