

ALL – FAIR PROCESSING NOTICE

1. Why do we collect and keep your personal information?

We collect and use your personal information because: We receive public funding from Welsh Government, Pembrokeshire County Council and other funding bodies. We have contractual agreements with these funders to provide and evidence our services. In addition our Quality Standard accreditation (AQS) and Insurance Cover is reliant on the quality and accuracy of our advice, support and other services, this can only be achieved by collating and assessing your personal data.

The Processing of your data is:

1. Because you have given your consent to do so, by signing our confidentiality policy and receiving this Fair Processing information, when you approach our organisation for assistance.
2. Because it is necessary for our public funded contracts to do so. We have information sharing protocols in place with our funders. The information they require fulfils our obligations under their contracts for statistical and financial information.
3. Because it is necessary for the performance of our tasks, which aim to provide you with the most comprehensive assistance you require with your housing, debt and welfare benefit services.
4. Because we have a necessary legitimate interest to do so, for the wider social benefits, staff and community safety, protection of other public funding and the protection of vulnerable client groups.

2. How Information about you is used.

The information that you provide will be processed according to the **General Data Protection Regulations 2018** and shall act in accordance with the requirement of:

- (a) The Housing (Wales) Act 2014
- (b) Housing Act 1985
- (c) Anti-Social Behaviour Crime and Policing Act 2015
- (d) Social Services and Well-being Act 2014
- (e) Well-being of Future Generations (Wales) Act 2015
- (f) Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015
- (g) Welfare Reform Act 2012
- (h) Employment Legislation 2008
- (i) Health and Safety At Work Act 1974

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- (j) Welsh Quality Housing standards
- (k) Rent Smart Wales Guidance
- (l) Advice Quality Standard

This list is not exclusive.

We have a duty to protect the public funds we administer and may use the information provided by you. These may include: Your Initial or updated contact forms, referral forms to and from other agencies, internal and external risk assessments, advice/support planning and outcome forms. This will also include data matching with Pembrokeshire County Council for the sourcing of suitable accommodation, obtaining financial aid on your behalf, reducing duplication of work, statistical reporting for further research into housing, debt and welfare benefits and the reporting on external systems as contractually agreed by our funders. We will also make any disclosures required by law. We may also share this information with other bodies responsible for detecting/preventing fraud and the protection of children and vulnerable adults.

We may also be required to share your information with auditors of our funding to ensure money is targeted and spent in the most appropriate and cost effective way. Information may be shared with third parties in yours or the wider community's best interests.

We will not make any disclosures to third parties for marketing purposes. Our only marketing roles are to advertise Pathway Lettings properties to let and the raising awareness of our advice and support services to those who may be experiencing homelessness or are threatened with homelessness. No personal data is used.

Your data will be secure and confidential at all times and we will only collect the personal information that is required to assess your eligibility to access our services and for Pembrokeshire Care Society to provide a fully comprehensive and appropriate service.

3. How long do we keep hold of your information?

We will retain the information provided to us for 7 years. After the closure of your case, your information will be securely disposed once it is no longer required.

4. Access to my personal information?

You can find out if we hold any personal information by making a subject access request under the **General Data Protection Act Regulations 2018**. To make a request for any personal information we may hold, you need to put your request in writing addressing it to:

2.

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Data Protection Officer
Pembrokeshire Care Society
1 Corner House
Barn Street
Haverfordwest
Pembrokeshire
SA61 1BW

5. Your Rights.

Under the **General Data Protection Regulations 2018**, you have rights as an individual which you can exercise in relation to the information we hold about you:

- The right of **access** – you are entitled to request access to and a copy of, information we hold about you
- The right to **rectification** – you have the right to ask to have your information corrected.
- The right to **restrict** processing may apply – you may request that we stop processing your personal data however, this may delay or prevent us delivering a service to you. We will seek to comply with your request but may be required to hold or process information to comply with our legal duties.
- The right to **object** – this is not an absolute right and will depend on the reason for processing your personal information.

6. Complaints or Queries.

Pembrokeshire Care Society endeavours to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this seriously. We encourage people to bring to our attention if they believe that our collection or use of information is unfair, misleading or inappropriate.

This privacy notice does not provide exhaustive detail of all aspects of our collection and use of personal information. However we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the following address:

Data Protection Officer
Pembrokeshire Care Society
1 Corner House
Barn Street
Haverfordwest
Pembrokeshire
SA61 1BW

Email: path@pembrokeshirecaresociety.org.uk

Telephone: 01437 765335

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If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office as the statutory body which oversees data protection law:

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

Email case worker@ico.org.uk
Telephone No: 0303 123 1113

7. Changes to this privacy notice.

We keep our privacy notice under regular review.