

Tenant privacy notice



Your privacy is important to us. This information notice explains what personal data we collect from you and how we use it. Please read the summaries below and, if you'd like more information, contact us.

About Us

Newport City
Homes Nexus
House Mission
Court Newport
NP20 2DW
Phone: 01633 227694

Our Data Protection Officer is Paul Boobyer and you can contact him on the telephone number above or email paul.boobyer@newportcityhomes.com

Why do we process your personal information?

We process your personal information, including any special categories of personal information, in connection with managing your tenancy. This would also include us dealing with any housing applications that you might make, repairs that we undertake, rent notifications and rebates, and things such as anti-social behaviour, insurance claims, complaints and appeals; and we process this information either because it's necessary for us to do so, in order to manage your tenancy, or because there are laws that allow us, or require us, to process it.

If you didn't give us this information, we wouldn't be able to provide you with a tenancy.

Sometimes we process your personal information because, as a business, we have a legitimate interest in doing so. We only do this, though, when we're confident that you would reasonably expect us to do so. For example, when you help us with surveys that we're undertaking in order for us to improve the service that we give to you.

In some instances we may require your consent in order to process your personal information. If we do, we will make this clear to you and will not process your information unless you consent to us doing so. You will then be given the option to withdraw your consent at any time.

What personal information do we process and where do we get it from?

Most of the personal information that we process is information that you've given us about you and the people who live with you. This includes things like your

- name
- address
- telephone numbers
- date of birth
- National Insurance number
- gender
- bank account details

We also process special categories of personal information such as

- race or ethnic origin
- religion
- information concerning your health. For example, mobility difficulties requiring adaptations to be made to residencies
- information relating to criminal convictions or allegations

We will only do this where there is a lawful basis for us to do so. For example, where you have consented for us to process your information, where we need to process your information in order to protect your vital interests, or where there are laws that allow us, or require us, to do so.

Sometimes we process personal information about you that we've been given by other organisations such as the local authority or the police. This could include, for example, information relating to a housing application, housing benefit claim or support package. The other organisation would only share this information with us, though, where either you've given them permission to do so or the law allows them to do so.

Who do we share your personal information with?

In order to manage your tenancy, we sometimes share your personal information with other people or organisations. This includes contractors working for Newport City Homes to provide, for example, adaptations and repairs; organisations like the local authority, utilities and other non-governmental organisation partners, to allow them to process claims for housing benefit that you might make or to provide a service to you; or the police and other agencies for the purposes of crime prevention or detection. We only do this, though, if you consent for us to do so, or where there are laws that allow us to do so, or if it's necessary for us to do so in order for us to manage your tenancy, for example making repairs to your property and

replacing fittings.

Do we ever transfer your personal information outside of the European Economic Area?

Much of the personal information that we process at Newport City Homes is held electronically, and most of this is held in our offices in Newport. Some of our computer systems store the information off-site though and, when they do, we work closely with the software providers to make sure that the information is stored in accordance with the requirements of the General Data Protection Regulation (GDPR).

Where personal information is stored in data centres outside of the European Economic Area we make sure that there is an appropriate “level of protection for the fundamental rights of the data subjects”.

How long do we hold your personal information for?

In connection with managing your tenancy or lease, we hold your personal information for a period of six years after your tenancy has ended and, usually, this is the longest that we will hold any of your personal information for. Information provided by other agencies and relating to the special needs of residents, and records relating to offenders, are held only while the tenancy continues; and footage from our CCTV cameras is only retained for 28 days. At the end of this time, we'll securely dispose of your personal information unless this is required for a specific purpose.

When we have to hold your personal information for longer than this, for example, on some of our computer systems, we'll look to minimise and anonymise it.

What rights do you have?

You have a number of rights under the General Data Protection Regulation (GDPR).

You have the right to access the personal information that we process about you and, if you believe that the personal information is incorrect or incomplete, to have it corrected or deleted. You have the right, in certain circumstances, to block the processing of your data and the right to object to some types of processing. You also have the right to lodge a complaint to a supervisory authority - the Information Commissioner's Office for the UK.

For more information on individual's rights, you may wish to visit the Information Commissioner's website: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

To contact the Information Commissioner's Office you can write, phone, and email the following:

Information Commissioner's
Office 2nd Floor
Churchill
House
Churchill
way Cardiff
CF10 2HH

Tel: 02920 678400

Email: wales@ico.org.uk