



Care & Repair
Gofal a Thrwsio

Privacy Notice for Customers and Prospective Customers of West Wales Care & Repair

West Wales Care & Repair (WWCR) helps elderly and vulnerable people, repair, adapt and maintain their homes so they can continue to live independently in their own homes. The service provided is person centred and tailored to each individuals needs providing advice and support on a range of issues.

Introduction

As a customer of WWCR we respect your privacy and are committed to protecting your personal data. This privacy notice will inform you as to how we look after your personal data and tell you about your privacy rights and how the law protects you.

It is important that you read this privacy notice together with any information we may provide when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Controller

For the purposes of this Notice and data protection legislation, WWCR is a controller of your personal data.

WWCR is a member of ateb Group Limited and there may be occasions when your data will be collected and processed by ateb on our behalf. ateb has its own privacy notice which can be found on their website along with further information about the Group. www.atebgroup.co.uk

The group has an appointed Data Protection Officer (DPO) who is responsible for overseeing questions you may have in relation to this notice or how we use your data. The contact details for the DPO outlined at the end of this notice.

Personal Data we collect about you

Personal data means any information that can identify a living person.

We collect the following personal data about you from you, from family members or through referral agencies:

- Personal details & Contact details such as full name, address, date of birth etc;

- Health and Wellbeing details such as any disability or medical issues to include details of your GP and health support providers; (special category personal data)
- Property details such as tenure, location & size;
- Income details such as salary, benefits and savings and where needed expenditure details.

Why we need your Personal Data

We collect and process your personal information for the following reasons:

- To assess an application for a product or service, including considering whether or not the product or service is suitable for you;
- To provide a product or service that suits your needs;
- To manage a product or service provided to you;
- To improve the operation of our business or the products provided to you;
- For management of our business operations;
- To comply with legal and regulatory obligations;
- To comply with your marketing preferences;
- To share information with our partners and funders such as the Local Authority, Welsh Government, Care & Repair Cymru and other support agencies.

Our Lawful Grounds for Processing your Personal Data

Our lawful grounds for processing your information are set out below. Please note that we may process your personal data for more than one lawful ground.

- Performance of a contract – When you become a customer of ours we need to process your personal data to perform our contractual obligations to you.
- Legitimate interest – there will be times when we process your data because it is in our legitimate interest to do so such as:
 - To perform, monitor and test the performance of our business operations and products;
 - To comply with Local Authority and Welsh Government funding and regulatory requirements;
 - For promotion and marketing of our services and activities;
 - To provide insight and analysis of our customers to business partners;
 - For some of our profiling and other automated decision making;

- Establishing, exercising or defending legal claims;
- Where we need to ensure your health, safety and wellbeing.
- Legal Obligations – there will be times when we will be required by law to process your personal data such as:
 - Safeguarding of vulnerable adults;
 - Prevention and detection of fraud and crime.
- Consent – some of our processing activities may require your explicit consent such as:
 - Some direct marketing communications;
 - Some profiling and other automated decision making;
 - The processing of your special category personal data such as health and medical details.

Sharing of your Personal Data

There will be times when our lawful grounds listed above, require us to share your personal data with third parties. The types of third parties are listed below:

- Third party contractors to carry out adaptations works on our behalf. All contractors used by us are required to comply with GDPR as part of their contractual obligations;
- We may as part of our service to you, identify needs that can be met by local authority or other support agencies. These agencies include Local Authority, RNIB, SSAFA, Action on Hearing Loss & Vision Assessment, NEST and agencies such as benefit advisors, funders for heating services, benevolent funding, DWP, utility services;
- Agents who support our business functions such as finance, insurers, IT, Care & Repair Cymru and companies within our Group structure;
- Government and Regulatory bodies such Welsh Government, HMRC, Financial Conduct Authority, Ombudsman, and ICO;
- Market research organisations that help us to develop and improve our products and services.

Personal Data Retention Periods

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. In general we will retain your personal data for the following storage period:

- If you become a customer with us – 6 years from the date our contract with you ended;
- Where you do not become a customer with us – 6 months from when our involvement with you ended.

If in the future we intend to process your personal data for a purpose other than that which it was collected we will provide you with information on that purpose and any other relevant information.

Your Rights

Under the General Data Protection Regulation (GDPR) and The Data Protection Act 2018 (DPA) you have a number of rights with regard to your personal data.

You have the right to request from us access to and rectification or erasure of your personal data, the right to restrict processing, object to processing as well as in certain circumstances the right to data portability and automated decision making.

If you have provided consent for the processing of your data you have the right (in certain circumstances) to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn.

You have the right to lodge a complaint to the Information Commissioners' Office if you believe that we have not complied with the requirements of the GDPR or DPA with regard to your personal data. We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

For more information about your rights please see the Groups Privacy Policy which can be found at www.atebgroup.co.uk.

If you would like further information about anything in this notice or to exercise your rights please contact the DPO on the details below:

Full name of legal entity: West Wales Care & Repair

Name or title of DPO: Ceri Barnett

Email address: mydata@atebgroup.co.uk

Postal address: Meyler House, St Thomas Green, Haverfordwest, Dyfed, SA61 1QP

Telephone number: 01437 763688