



Privacy Notice

Your Personal Data – What it is?

The managing of personal data is governed by the Data Protection Act 2018.

Personal data relates to a living individual who can be identified from that data.

Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession.

Who are we?

NEW Homes is the data controller. This means it determines the purposes and means of processing personal data.

What is the legal basis for collecting and using your personal data?

NEW Homes must identify lawful grounds under the Data Protection Act 2018 for collecting and using personal data.

NEW Homes must ensure that it does not do anything with the data that is in breach of any other laws.

NEW Homes must also use personal data in a way that is fair and transparent.

The lawful basis by which NEW Homes collects and uses personal information is contractual under the terms of any agreement the data subject may have with NEW Homes.

How do we process your personal data?

NEW Homes complies with its obligations under the Data Protection Act 2018 by keeping data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate measures are in place to safeguard personal data.

Your personal data will be processed by NEW Homes for the specific purpose of recording, sharing and assessing your application for tenancy and/or performance of your tenancy contract should you become a tenant of the company.

The processing of your personal data is necessary as part of our business requirements as a Landlord.

If your application is successful your data will be processed on the NEW Homes waiting list and held until you become a tenant or removed from this list through choice.

NEW Homes will retain your data for 6 years after cessation of tenancy. If however your application is unsuccessful, your data will be held for three years plus the current year.

Depending on the circumstances we may share information with other landlords; employers; educational institutions; universities and colleges; suppliers (including utilities) and service providers; financial organisations (including banks); credit and tenant reference agencies; debt collection and tracing agencies; public and government bodies, including for fraud prevention (including those who administer benefits and Council Tax); contractors and repairers; letting and managing agents; and any future owner of the property.

In order to ensure that Council Tax and Utilities and Service Bills including water charges are correctly collected we share information with the relevant local authority and utility/service providers. We also share this information to ensure that bills are directed to the correct person and charges and debts can be collected. By law, in certain areas information about who occupies a property has to be passed to water companies. In all other areas although this is voluntary we may pass over this information to water companies.

Your rights and your personal data

Unless subject to an exemption under the Data Protection Act 2018, you have the following rights with respect to your personal data:-

- The right to request a copy of your personal data which NEW Homes holds about you;
- The right to request that NEW Homes corrects any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for NEW Homes to retain such data;
- The right to request the data controller to provide the data subject with their personal data and where possible, to transmit that data directly to another data controller;
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data unless contractually agreed;
- The right to lodge a complaint with the Information Commissioners Office.

Complaints and Contact Details

If you feel that NEW Homes has mishandled your personal data at any time you can make a complaint to the Information Commissioners Office by visiting their website or by calling their helpline on 0303 123 1113.

Any queries or complaints should be referred to the NEW Homes Private Sector Housing Manager, County Offices, Flint, CH6 5BD Tel: 01352 701400.

The Data Protection Officer for NEW Homes is Tim Dillon, Company Secretary, County Hall, Mold, CH7 6NG Tel: 01352 702354.