

Privacy Statement

Tai Ceredigion Cyf – Site Privacy Statement

Introduction to this Statement

This Privacy statement relates to this site together with any associated software applications or devices. You should read this statement carefully as it contains important information about how we will use your information.

We may update this statement from time to time in accordance with Data Protection Laws. This policy was last updated on the 5th April 2018.

About Us

The terms 'TC or 'us' or 'we' refer to Tai Ceredigion Cyf, the owner of the System and the site. We are a company registered in Wales under company number IP030701 and have our registered office at Unit 4, Pont Steffan Business Park, Lampeter, Ceredigion, SA48 7HH. References to 'us' in these terms also include our subsidiary companies from time to time. The term 'you' refers to the individual submitted Information to the System.

Data Protection Law

We will process all personal information we collect from you in line with the seven principles of the Data Protection Act not only because we have a legal duty to but because we think it makes good business practice and helps us to know our customers better and protect their information more securely.

In order to do this, we follow the seven Principles of Data Protection Act which states the data we process must be:

- Lawfulness, fairness and transparency
- Purpose limitation
- Adequate, relevant and limited to what is necessary
- Accurate and up to date
- Not kept for longer than is necessary
- Processed in line with your rights
- Responsible for, and be able to demonstrate compliance with Data Protection Laws.

Information we may collect about you?

When someone visits <http://taiceredigion.cymru/> we use a third party service, Google Analytics, to collect standard internet log information and details of the visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Use of Cookies

We use cookies to ensure that we give you the best experience on our website. Our System uses cookies to: distinguish our users from one another; collect standard Internet log information; and to collect visitor behaviour information. The information is used to track user interactions with the website and allows us to provide you with a good experience when you access the website, helps us to improve our website, and allows us to compile statistical reports on visitors and activity.

Our software may issue 'cookies' (small text files) to your device when you access and use the System and you will be asked to consent to this at the time (e.g. when you first visit our Site). Cookies do not affect your privacy and security since a cookie cannot read data off your system or read cookie files created by other sites. You can set your system not to accept cookies if you wish (for example by changing your browser settings so cookies are not accepted), however please note that some of our System features may not function if you remove cookies from your system. For further general information about cookies please visit www.aboutcookies.org or www.allaboutcookies.org.

Online Reporting Tool

We collect information volunteered by the members of the public about any repairs, complaints, compliments or housing management using an online reporting tool. The information is sent to post@taiceredigion.cymru for distribution to the correct team. All information processed is in line with the Data Protection Principles.

People who contact us via Social Media

We use a third party provider, Hootsuite to manage our social media interactions. If you send us a private or direct message via social media the message will be stored by Hootsuite for three months. It will not be shared with any other organisation.

People who email us

All emails sent via the TC website will go to post@taiceredigion.cymru for distribution to the relevant department. Any information provided will not be shared with outside organisations.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

People who make a complaint to us

When we receive a complaint through the TC Website from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

Tai Ceredigion will always try and resolve your complaint as quickly as possible, and by the member of staff normally responsible for providing that service. We will listen carefully to your complaint and carry out a thorough investigation.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics showing information like the number of complaints we receive, but not in a form which identifies anyone.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted.

TÿFi

When registering on TÿFi you will need to use your 10 digit tenancy reference number and create a password. You will be responsible for keeping this password secure. Tai Ceredigion does not accept responsibility for any breach of data confidentiality resulting from you not keeping this password secured. The information you supply will be encrypted and stored and only used in the process of authenticating you when you log onto the system. The information will not be passed on to any third parties.

The information on your TÿFi personal account will be related to your tenancy, this will also include information on any repairs and anti-social behaviour reports. You can request personal information to be updated through TÿFi. Should you no longer wish to use this service then contact us and we will remove this information from our database.

Monitoring

We may monitor and record communications with you (such as telephone conversations and emails) for the purposes of provision of services, quality assurance, training, fraud prevention and compliance purposes. Any information that we receive through such monitoring and communication will be added to the information we already hold about you.

Your Rights

If you are an individual, this section sets out your legal rights in respect of any of your Personal Data that we are holding and/or processing. If you wish to exercise any of your legal rights you should put your request in writing to us giving us enough information to identify you and respond to your request.

You have the right (subject to the payment of a small fee) to request information about Personal Data that we may hold and/or process about you, including: whether or not we are holding and/or processing your Personal Data; the extent of the Personal Data we are holding; and the purposes and extent of the processing

You have the right to have any inaccurate information we hold about you be corrected and/or updated. If any of the Information that you have provided changes, or if you become aware of any inaccuracies in such Information, please let us know in writing giving us enough information deal with the change or correction.

You have the right in certain circumstances to request that we delete all Personal Data we hold about you (the 'right of erasure'). Please note that this right of erasure is not available in all circumstances, for example where we need to retain the Personal Data for legal compliance purposes. If this is the case we will let you know.

You have the right in certain circumstances to request that we restrict the processing of your Personal Data, for example where the Personal Data is inaccurate or where you have objected to the processing

You have the right to request a copy of the Personal Data we hold about you and to have it provided in a structured format suitable for you to be able to transfer it. Please note that the right to data portability is only available in some circumstances. If you request the right to data portability and it is not available to you we will let you know.

Where we are processing your Personal Data, you have the right, based on your particular situation, to object to such processing. If so, we shall stop processing your Personal Data unless we can demonstrate sufficient and compelling legitimate grounds for continuing the processing which override your own interests. You have the right to object to direct marketing.

Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Accessibility

This Policy aims to provide you with all relevant details about how we process your Information in a concise, transparent, intelligible and easily accessible form, using clear and plain language. If you have any difficulty in reading or understanding this Policy, or if you would like this Policy in another format (for example audio, large print or braille), please get in touch with us.

Changes to this privacy notice

We keep this Policy under regular review and may change it from time to time. If we change this Policy we will post the changes on this page, and place notices on other pages of the Website as applicable, so that you may be aware of the Information we collect and how we use it at all times. You are responsible for ensuring that you are aware of the most recent version of this Policy as it will apply each time you access the Website.

How to contact us

If you want to request information about our privacy policy you can [email us](mailto:post@taiceredigion.cymru) or write to:

Tai Ceredigion Cyf
Pont Steffan Business Park
Lampeter
Ceredigion
SA48 7HH

post@taiceredigion.cymru

0345 606 7654