

Privacy Statement (Members)

Identity and Contact details of Data Controller

Community Housing Cymru (CHC) is an umbrella body for housing associations in Wales. As an organisation, we seek to:

- Influence government policy
- Support and promote the work of our members
- Be a voice for the sector

Our details:

Community Housing Cymru
2 Ocean Way, Cardiff, CF24 5TG
www.chcymru.org.uk
02920674800
enquiries@chcymru.org.uk

We are a Registered Charity (1128527) and a Registered Data Controller (ZA334456).

Data collected and purpose of processing

As an organisation, we will only hold the information that is absolutely necessary to us carrying out our role as a membership body, which includes informing you, our members, about:

- The services we provide
- The meetings and events we organise
- Consultations on policies and political changes

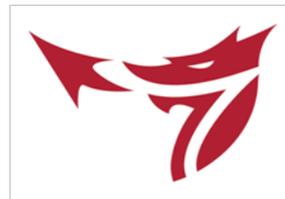
We will also ask you to complete surveys about our services to ensure that we can deliver what you, our members, need.

As such, we will only collect the following information from you:

- Name
- Organisation
- Email
- Job title
- Language preference
- Phone Number
- Marketing preferences
- Areas of interest
- Opinions
- Photos

We do use data processors, which provide services to us and help us to process your data. We have contracts in place with these processors which means that they will only use your data in ways we have instructed them to do so. They will not share your personal information and will only retain it for as long as we instruct. The processors which we use include:

- Goldvision



- Userfusion (CHC website and mailer platform)
- Blue Stag (Come on Board website)
- Eventbrite
- SurveyMonkey
- ReadyMag

Eventbrite and SurveyMonkey are signed up to the US Privacy Shield, and are therefore considered as 'adequate data processors'. These data processors will not use your data but will merely collect and store it for our uses. After transferring this data to our own private CRM system, any data stored on these systems will be deleted after a period of one year, so we can ensure we have a record of your consent to receive information from us.

Consent will be sought before the collection of any photographs to ensure you are happy with us to do so. Photographs will be stored on the Brand and Graphic Designer's laptop, which is password protected, and on the Readymag platform for up to 5 years.

We will not share your information with any third parties for the purposes of direct marketing, and will only share information where we are legally obliged to.

Legal basis for processing

We hold this information under the Article 6 of the GDPR, for processing under public interest and legitimate interests, as it is in the interests of both of us that we are able to contact to you.

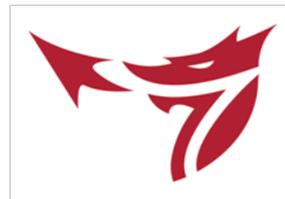
Our aims as your trade body are to influence, connect, support and inform so you, our members can continue to invest in communities and change lives. Chief Executives, as part of their membership fee, agreed for us to contact their organisation, and we are constantly updating our data base to ensure we are segmenting our communications and contacting people with information which is relevant, timely, of value and in their language of choice.

Individual members can withdraw this consent at any time. The process for this is covered in the subsequent section: **Individual Rights under GDPR**

Recipients or categories of recipients

All staff at Community Housing Cymru are able to access the database of information, which we hold on individual members. However, the computers and laptops, which are used to access it, are password protected. It is also our policy that if a member of staff is found to be misusing data, they will be subject to disciplinary procedures.

We will not pass your data on to any third party, unless we are explicitly asked by you to do so, unless so required by a legal requirement, such as the police.



Retention Period or criteria applied

We will keep the information we hold on you for as long as you allow us to. You are able to withdraw your consent to be contacted by us at any point. We will also update our contact details annually, to ensure that the information we hold is as accurate as possible.

Survey data, held on SurveyMonkey, will be kept up to 6 months and then deleted. It will be also be held on our own internal drive for a period of 2 years.

We also use SurveyMonkey to collect information on members, including their job title, their name, email address, marketing preferences, language preferences and areas of interest. This is then manually entered into our internal CRM system, and kept for a period of one year as a record of consent.

Photographs will be stored on the Brand and Graphic designer's laptop, which is password protected, and on the Readymag platform for up to 5 years.

Individual rights under GDPR

Under GDPR, every data subject has the following rights:

- **Access** – every data subject is entitled to request any information which is processed by our organisation. Please contact privacy@hcymru.org.uk with the subject title '**Subject Access Request**'. We will require you to provide two pieces of ID to ensure that we are giving the information to the right person. We will respond to your request within one month. There is no charge for a subject access request, but repeated and burdensome requests may incur a charge.
- **Rectification** – you, as the data subject, have the right to have any inaccurate data held on you updated without delay. Please contact privacy@hcymru.org.uk with the subject title 'Data Rectification' and we will deal with your enquiry within 10 working days.
- **Erasure** – if you request for us to delete your information, we will do so. Please contact privacy@hcymru.org.uk with the subject title '**Data deletion**' and we will deal with your enquiry within 10 working days.
- **Restriction of processing** – you are entitled to restrict what we use your data for. If, at any time, you no longer wish to receive a particular category of information from us then please let us know so we are able to restrict what we contact you about. Please contact privacy@hcymru.org.uk with the subject title '**Data Processing Restriction**' and we will deal with your enquiry within 10 working days.
- **Object to processing** – you have the right to object to our processing of your data at any point. If you no longer wish for us to hold data on you, then please contact privacy@hcymru.org.uk with the Subject line '**Objection to Processing**' and we will deal with your enquiry within 10 working days.