



Privacy Statement: Non-members

Identity and Contact details of Data Controller

Community Housing Cymru (CHC) is an umbrella body of 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 Group
2 Ocean Way, Cardiff, CF24 5TG
www.chcymru.org.uk
02920674810
privacy@chcymru.org.uk

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

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, and to keep you updated with what is happening within the sector.

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

- Name
- Organisation
- Email
- Job title
- Phone Number
- Marketing preferences

This information is collected through email, Eventbrite and SurveyMonkey. These sub-processors 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.

Legal basis for processing

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

For marketing materials, we will ask your consent to send you this information. You are able to 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 individuals. 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, or we have a legal obligation to do so.

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.

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@chcymru.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@chcymru.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@chcymru.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@chcymru.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@chcymru.org.uk with the Subject line '**Objection to Processing**' and we will deal with your enquiry within 10 working days.