



Gofal a Thrwsio Conwy a Sir Ddinbych
Conwy & Denbighshire Care & Repair

Conwy & Denbighshire Care & Repair Privacy Notice

1. How we use your personal data

We are committed to protecting your personal data.

The only data we collect from you is as submitted by you on this form and others that we will ask you to complete during the course of our relationship with you.

We will use your non-sensitive personal data to (i) register you as a new client, (ii) manage payment (iii) collect and recover monies owed to us (iv) to manage our relationship with you & (v) send you details of our goods and services.

Our legal grounds for processing your data are in relation to points (i) to (iv) above are for performance of a contract with you and in relation to (iii) and (v) above, necessary for our legitimate interests to develop our products/services and grow our business and to recover monies owed.

Any special categories of personal data ('sensitive personal data') we collect from you is for the purposes of providing our services to you or if we need to comply with a legal obligation. Our legal ground of processing this data is your explicit consent.

We will not share your details with third parties for marketing purposes except with your express consent.

Care & Repair Cymru and Care & Repair Agencies have entered into a Data Sharing Agreement (DSA) that details:

- That Care & Repair Agencies share personal information (data) about their clients with Care & Repair Cymru for specific purposes
- The legal basis for sharing that data, and
- Under the DSA how that data is kept safe and secure by Care & Repair Cymru.

Under the DSA, Care & Repair Agencies are the Data Controllers and Care & Repair Cymru is the Data Processor. Care & Repair Agencies share data with Care & Repair Cymru for the following purposes:

1. Preparing quarterly and annual Performance Evaluation Reports for Care & Repair Agencies, Care & Repair Agency Boards, Care & Repair Cymru's Board of Trustees, and Welsh Government as a funder of our services. We measure and share achievements with these parties against agreed targets and national standards.

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2. Preparing performance reports required from time to time by Welsh Government and other key funders of Care & Repair services such as Local Health Boards, National Lottery, Wales & West Utilities, Energy Savings Trusts and other funders of our national projects and services.
3. Developing and maintaining Agency databases and providing a help desk support service for the national Care & Repair database (s) and providing database training to Care & Repair Agency employees.
4. Writing and submitting funding applications to support service delivery to Care & Repair clients and beneficiaries across Wales.
5. Using information and data that supports Care & Repair policy and campaigning work for improved policies by Welsh Government and UK Government that impact on housing, and the well-being of older people and the policy and practice of Local Authorities, Local Health Boards and the Welsh NHS
6. Undertaking marketing, campaigns, PR and publicity relating to the work of Care & Repair across Wales
7. Carrying out research projects with Digital Healthcare Wales and recognised educational establishments to demonstrate the value and impact of Care & Repair services for older people, supporting our work to improve policy and increased funding into the services provided by Care & Repair across Wales

Care & Repair Cymru Privacy Notice in respect of data shared by Care & Repair Agencies

The legal basis for Care & Repair Cymru and Care & Repair Agencies sharing data is Article 6 (1) (f) legitimate interest. In broad terms, 'legitimate interests' means Care & Repair Cymru's legitimate interest in being able to run Care & Repair Cymru as a charitable entity effectively.

2. Disclosure of your personal data

We may have to share your personal data with (i) service providers who provide IT and system administration support, (ii) professional advisors including lawyers, bankers, auditors and insurers (iii) HMRC and other regulatory authorities (iv) third parties to whom we sell, transfer or merge parts of our business or our assets and/or (v) to other professionals for the purposes of discussing your treatment, to my supervisory coach as part of my coaching training.

In certain circumstances you can ask us to delete your data. See the section entitled 'your rights' below for more information. We require all of these third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. They are only allowed to process your personal data on our instructions.

3. Data Security

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We have put in place security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We also limit access to your personal data to those employees, agents contractors and other third parties who have a business need to know such data. They will only process your personal data on our instructions and are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected personal data breaches and will notify you and any applicable regulator where we are legally required to do so.

4. Data Retention

We will only keep your personal data for as long as is necessary as per our Data Retention Policy requirements to fulfil the purposes for which we collected it. We may retain your data to satisfy any legal, accounting, or reporting requirements so for example we need to keep certain information about you for 6 years after you cease to be a client for tax purposes. You have the right to ask us to delete the personal data we hold about you in certain circumstances. See section 6 below.

5. Your Rights

You are able to exercise certain rights in relation to your personal data that we process. These are set out in more detail at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

In relation to a Subject Access Right request, you may request that we inform you of the data we hold about you and how we process it.

We do not routinely charge a fee for Subject Access Requests. However, if a hard copy response has been requested then we reserve the right to charge the actual costs of sending the response by Royal Mail recorded delivery. If the requestor does not want to pay this, they may choose to receive their response electronically at no charge or collect the hard copy from one of our nearest offices to them.

Where requests from a data subject are manifestly unfounded or excessive, in particular because of their repetitive character, as the controller we may either

- (a) Charge a reasonable fee taking into account the administrative costs of providing the information or communication or taking the action requested ;or
- (b) Refuse to act on the request.

In either instance we will provide the individual with evidence of how this decision was reached. We will reply to SARs at the latest within one month of receipt of the request. This can be extended by a further two months where the request is complex or where there are numerous requests. If this is the case, we will contact the individual within one month of the receipt of the request and explain why the extension is necessary.

6. Subject Access Request

If you wish to make a Subject Access Request, please send the request to Unit 10 and 11 Ffordd Richard Davies, St Asaph LL17 0LJ or email post@gofalathrwsio.com marked for the attention of the Data Protection Officer.

7. Keeping your data up to date

We have a duty to keep your personal data up to date and accurate so from time to time we will contact you to ask you to confirm that your personal data is still accurate and up to date. If there are any changes to your personal data (such as a change of address) please let us know as soon as possible by writing to or emailing the addresses set out in section 6 above.

8. Complaints

We are committed to protecting your personal data but if for some reason you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.

Contact details:-

Conway & Denbighshire Care and Repair, Unit 10-11 Ffordd Richard Davies, St Asaph Business Park, LL17 0LJ

Phone: 0300 111 2120

