

Trivallis – Information Notice Supporting People

Your privacy is important to us. This information notice explains what personal data we collect from you and how we use it. Please read the summaries below and, if you'd then like more information, contact us.

Trivallis Ltd
Ty Pennant
Mill Street
Pontypridd
CF37 2SW
Tel: **03000 030 888**

Our Data Protection Officer is Phil Privett and you can contact him on the telephone number above or at **dataprotection@trivallis.co.uk**

Why do we process your personal information?

We process your personal information, including any special categories of personal information, in connection with the Supporting People service we provide to you on behalf of the local authority. This information is processed with your consent and you have the option to withdraw this consent at any time.

If you didn't give us this information, or consent for us to process it, we wouldn't be able to provide you with these support services.

Sometimes we process your personal information

because, as a business, we have a legitimate interest in doing so. We only do this, though, when we're confident that you would reasonably expect us to do so, for example, for research or statistical purposes in order for us to improve the service that we give to you and provide greater data linkage.



What personal information do we process and where do we get it from?

Most of the personal information that we process is information that you've given us about you and the people who live with you. This includes things like your name, address, telephone numbers, date of birth, national insurance number, gender and marital status. We also process special categories of personal information such as your race or ethnic origin, religion, and information concerning your health or sexual orientation but will only do this where there is a lawful basis for us to do so, for example, where you have consented to us processing your information, where we need to process your information in order to protect your vital interests, or where there are laws that allow us, or require us, to do so.

Sometimes we process personal information about you that we've been given by other organisations, for example, the local authority or another housing association, other support providers or your GP. The other organisation would only share this information with us, though, where either you've given them permission to do so or the law allows them to do so.



Who do we share your personal information with?

In order to manage your support, we share your personal information with other people or organisations. This includes the local authority or the agency that referred you to us, your GP or another support provider, or the Police and other

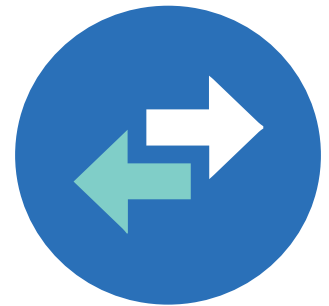
agencies for the purposes of crime prevention or detection. We only do this, though, if you consent for us to do so, or where there are laws that allow us to do so, or if it's necessary for us to do so in order for us to manage your support.

Do we ever transfer your personal information outside of the European Economic Area?

Much of the personal information that we process at Trivallis is held electronically, and most of this is held in our offices at Pontypridd. Some of our computer systems store the information off-site though and, when they do, we work closely with the software providers to make sure that the information is stored in accordance with the requirements of the General Data Protection

Regulation (GDPR).

No personal information is stored in data centres outside of the European Economic Area.



How long do we hold your personal information for?

In connection with managing your support, we hold your personal information for a period of 6 years after your support has ended and, usually, this is the longest that we will hold any of your personal information for. Information provided by other agencies and relating to the special needs of tenants, and records relating to offenders, are held only while the support continues; and

footage from Trivallis' CCTV cameras is only retained for 42 days. At the end of this time, we'll securely dispose of your personal information.

When we have to hold your personal information for longer than this, for example, on some of our computer systems, we'll look to anonymize it.

What rights do you have?

You have a number of rights under the General Data Protection Regulation (GDPR).

You have the right to access the personal information that we process about you and, if you believe that the personal information is incorrect or incomplete, to have it corrected or deleted. You have the right, in certain circumstances, to block the processing of your data and the right to object to some types of processing. You also have the right to lodge a complaint to a supervisory authority - the Information Commissioner's Office for the UK.

For more information on individual's rights, you may wish to visit <https://www.trivallis.co.uk/data-protection> or the Information Commissioner's website: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

