

# Trivallis – Information Notice for Non-Tenants

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](mailto: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 managing issues such as the reporting of antisocial behavior, claims against Trivallis, complaints and appeals, and shared cost works for people who aren't tenants of Trivallis; and we process this information either because you've consented for us to do so or because there are laws that allow us, or require us, to process it.

If you didn't give us this information, we wouldn't be able to provide you with a service.

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, when you help us with surveys that we're undertaking in order for us to improve the service that we give to you.

When we require your consent in order to process your personal information we will make this clear to you and will not process your information unless you consent to us doing so. You will then be given the option to withdraw your consent at any time.



## 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 and telephone numbers. 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. In addition to the above, when we deal with antisocial behaviour cases we may process information relating to criminal convictions or allegations.

Sometimes we process personal information about you that we've been given by other organisations such as the local authority or the Police. This could include, for example, information relating to something like antisocial behaviour. 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?

We sometimes share your personal information with other people or organisations. This includes contractors working for Trivallis; organisations like the Ombudsman, to allow them to process any complaints that you might have made; or the Police and other agencies for the purposes

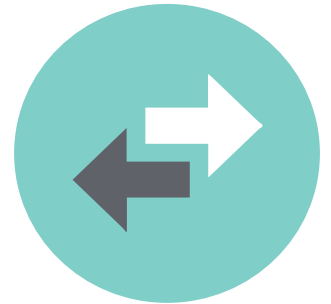
of crime prevention or detection. We only do this, though, if you consent for us to do so, or where there are laws that allow us to do so, or if it's necessary for us to do so in order for us to provide a service to you.

## 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 dealing with antisocial behaviour, we hold your personal information for a period of 6 years after the case has been closed and, for complaints and appeals, for 2 years after the case has been closed. In connection with shared cost work, we hold your personal information for a period of 6 years after the work has been completed. For claims against Trivallis, we hold your personal information as required

in order to meet risk management and legal obligations. 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/>

