



## **Property Building Maintenance (Wales) Ltd**

### **PRIVACY POLICY**

Property Building Maintenance (Wales) Ltd (PBM) respects individuals' rights to privacy and to the protection of personal information. The purpose of the privacy policy is to explain how we collect and use personal information in connection with our business.

We may update our privacy policy from time to time. We would encourage you to visit our website regularly to stay informed of the purposes for which we process your information and your rights to control how we process it.

#### **Our contact details:**

**Property Building Maintenance (Wales) Ltd (PBM), Islawen Farm, Pencoed, Bridgend. CF35 6SP**

**01656 860259**

**info@pbmwales.co.uk**

**Web: [www.pbmwales.co.uk](http://www.pbmwales.co.uk)**

#### **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

Whether you are a tenant, lease holder, service user or care resident, we need specific information to make sure we meet our contractual obligations to you as a contractor working for your landlord or care/support provider. We will use your information to deliver the service to you, for example to meet your building maintenance/repair/refurbishment and accommodation needs.

If you are not a current customer but are applying to us for services, we will use your data to assess your application and measure this against our ability to deliver to your needs.

The information we will need you to provide us with, or which we may receive about you from others, will depend on the service we are providing to you. For example, we may require detailed health information if you are a resident in care facilities, where as we would not require this information if you were a general needs tenant.

Others who may provide us with information about you include:

- Housing Associations (Registered Social Landlords.) local councils and central government departments such as the Department of Work and Pensions
- local authorities, health and social care professionals, previous care providers
- previous landlords and credit agencies
- home Office, local authorities
- police and other public authority fraud departments and local authorities
- other residents
- family

**We may hold some or all of the following information (this is not an exhaustive list):**

- your name
- the name of any others who live with you in your property including children
- date of birth
- address
- telephone number and email address
- national insurance number and NHS number
- health information which may include care records
- medical information
- bank account details (sub-contractors/staff only)
- equality monitoring data (ethnicity, religion, gender, disability, marital status and sexuality)
- any relevant criminal convictions and allegations of including antisocial behaviour
- responses to surveys and research
- employment
- next of kin
- photographs and CCTV

- telephone call recording when you call our offices
- notes and records on conversations and correspondence between us

**We use the information that you have given us in order:**

- To assess your application and manage our contract with you
- To provide our building maintenance/repair/refurbishment services
- To promote community safety and to safeguard individuals
- To contact you about your property and other services
- To monitor equality, diversity and inclusion
- To support research and analysis
- Data processors
- To meet Welsh Government reporting regulations
- Recording telephone calls
- Contacting us by telephone
- Contacting us by e-mail
- CCTV
- Marketing and research

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting: Hayley James Financial Director: [hayleyjames@pbmwales.co.uk](mailto:hayleyjames@pbmwales.co.uk) or in writing at: Property Building Maintenance (Wales) Ltd, Islawen Farm, Pencoed, Bridgend. CF35 6SP

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(f) We have a legitimate interest.

### **How we store your personal information**

Your information is securely stored.

When you contact our offices, you may be asked to verify yourself by asking some security questions. This is to make sure we don't disclose your personal information to anyone else by accident. If you want a relative or a support worker to be able to talk to us on your behalf, we will need you to sign a consent form to provide this authority.

We work hard to make sure the systems and processes we use to manage your information are secure. This includes regular training for all our people who may have access to your data and ensuring that our IT systems are frequently updated and tested to ensure they are secure.

### **How long do we keep your personal information?**

We will not keep your information for any longer than is necessary for the purpose we need to use it for. We have a weeding and retention schedule and delete information according to our legal and statutory requirements.

### **Your data protection rights.**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

### **Please contact us at:**

[hayleyjames@pbmwales.co.uk](mailto:hayleyjames@pbmwales.co.uk)

01656 860259

or

Hayley James, Finance Director, Property Building Maintenance (Wales) Ltd Islawen Farm, Pencoed, Bridgend. CF35 6SP if you wish to make a request.

### How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

[hayleyjames@pbmwales.co.uk](mailto:hayleyjames@pbmwales.co.uk)

01656 860259

Or write to:

Hayley James, Finance Director, Property Building Maintenance (Wales) Ltd Islawen Farm, Pencoed, Bridgend. CF35 6SP

You can also complain to the ICO if you are unhappy with how we have used your data.

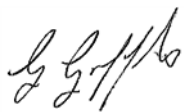
The ICO's address:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

**Policy review and amendment:** This policy is subject to review and amendment in line with prevailing legislation and best practice. The Company reserves the right to review and amend this policy at any time.



Geoff Griffiths: Director

17<sup>th</sup> November 2023

Review: 6<sup>th</sup> January 2025