



CAREDIG PRIVACY NOTICE

Information about how we use your personal data.

Identity and contact details of Caredig

Our postal address is:

Caredig LTD
43 Walter Road
Swansea
SA1 5PN

Issues of how data is handled are dealt with by the Caredig Data Protection Officer (DPO), who can be contacted by email at DPO@caredig.co.uk or at the postal address shown above.

We must comply with all relevant legislation relating to data handling. The Information Commissioner's Office (ICO) is the supervisory authority in the United Kingdom established to ensure that your data rights are upheld.

Categories of personal data we hold

Obtaining, recording, holding and dealing with personal information is known as 'processing'.

We hold a variety of different categories of data depending on the relationship Caredig has with you. If you were accessing support via our internal support teams, supported housing or subject to housing management intervention, we may hold more sensitive data such as health, criminality or financial information.

How departments within Caredig collect and use your personal data

Caredig has overall responsibility for a wide range of care, support and repair services across the local authority where we provide homes, and it is necessary to collect personal data to enable those services to be delivered to tenants.

Here are some examples of how we collect and use your data:

Providing a service

We hold the details of these people who have requested a service to provide it. For example, personal information is collected and used when we provide tenancy support services, care services, financial or other support services.

Recruitment

When individuals apply to work for Caredig, we will only use the information they supply to process their application and to monitor equal opportunities statistics. Personal information about unsuccessful candidates will be held for six months after the recruitment process has been completed, and it will then be destroyed securely.

Once a person has taken up employment with Caredig, we compile a personnel file relating to their employment. The information contained in this is kept secure and will only be used for purposes directly relevant to that employment.

Collection via a third party

Most personal data we hold will have been provided to us directly by you. There are occasions where personal data is collected about you in other ways.

This includes:

- when partner agencies share information with us to provide a joined-up service to you
- when the police and other law enforcement agencies share information to enable Caredig to safeguard residents
- when members of the public report issues to us
- CCTV of some communal spaces.

People we share data with

We do not sell your information to any third party, but in certain limited circumstances, we may share your personal information to enable a requested, contractual or statutory service to be provided. We will always talk to you before we share your information unless there is a legal reason why this is not possible. This could be where we use another agency to deliver the service for us or where we collaborate with other agencies.

The agencies involved may be regional partnerships, the UK Government, Welsh Government, Care Inspectorate of Wales and the National Health Service. We also provide information on occasion to the private and charity sectors, where they are involved in the delivery of services for us:

- organisations we work with, such as:
 - Contractors that undertake repairs in your home
 - Care or support agencies that you may work with

- If we need to provide you with help and support with money matters
- Communication services that we use to text or email you
- Certain other third parties in the following circumstances:
 - if we are under a duty to disclose or share your personal data in order to comply with any legal obligation;
 - contractual requirements where we share with a commissioner as part of the reporting process;
 - in order to enforce or apply our terms and conditions and other agreements;
 - to protect the rights, property, or safety of Caredig, our customers, or others;
 - to investigate or prevent a crime. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction, including utility companies;
 - to obtain any professional advice; and/or with your consent.

Joint working example

A request for aids and equipment to assist an elderly service user. Such a request would be a service that could be delivered jointly by Social Care, Health, as well as with the National Health Service.

A paid-for service example

We pay some organisations to provide services on our behalf, such as Switch 2, where they deliver a solar electricity provision to some tenants. In such cases, the information provided to them is only the minimum necessary to enable them to provide services to you on our behalf.

Transfer of information to another local authority

Personal information about you may also be provided to other local authorities. An example would be where you have moved from one area to another and it is necessary to share personal information to allow for the services you are receiving to continue or references to be processed.

Transfer of information required by law

We also share personal information where we are required to do so by law. Examples include where we are required to publish or report matters to the Welsh Government, to assist law enforcement agencies in preventing, detecting, and prosecuting crime, to protect the vital interests of the person concerned or to comply with a Court Order.

Access to information by private companies

In some instances, we share information with private companies in order for them to act as a data processor for us. Such arrangements are subject to data processing agreements with strict rules on processing to keep the data secure.

On occasions, some private sector companies may have access to personal data in a strictly controlled way in order to carry out defined maintenance activity on the system for a limited time period.

How long we keep your data

Data is held for no longer than is necessary, and Caredig follows legal guidelines on how long information should be kept before it is securely destroyed.

The timeframe for holding data is different depending on the type of data involved. For more information on the Caredig retention schedule, please contact us.

Transfers outside the European Economic Area

We do not share personal information beyond the European Economic Area (EEA) on a regular basis. Transferring personal data to a country beyond this area can only take place if the destination has been the subject of an adequacy decision that it meets certain criteria set by the European Commission. What this means is that we can only send information to a country if there is a legal obligation to provide the data, or it meets very strict standards. If those standards are not in place, we will not utilise the services.

Your data rights

1. Right to be informed

We must be completely transparent with you by providing information 'in a concise, transparent, intelligible and easily accessible form, using clear and plain language'. Our privacy notice is one of the ways we try to let you know how data is handled.

2. Right of access

You have the right to access your personal information.

3. Right to rectification

You have the right without undue delay to request the rectification or updating of inaccurate personal data.

4. Right to restrict processing

You can ask for there to be a restriction of processing, such as where the accuracy of the personal data is contested. This means that we may only store the personal data and not further process it except in limited circumstances.

5. Right to object

You can object to certain types of processing, such as direct marketing. The right

to object also applies to other types of processing, such as processing for scientific, historical research or statistical purposes (although processing may still be carried out for reasons of public interest).

6. Rights on automated decision making and profiling

The law provides safeguards for you against the risk that a potentially damaging decision is taken without human intervention. The right does not apply in certain circumstances, such as where you give your explicit consent.

7. Right to data portability

Where personal data is processed on the basis of consent and by automated means, you have the right to have your personal data transmitted directly from one data controller to another where this is technically possible.

8. Right to erasure or 'right to be forgotten'

You can request the erasure of the personal data, including when:

- (i) the personal data is no longer necessary in relation to the purposes for which they were collected
- (ii) you no longer provide your consent, or
- (iii) you object to the processing.

The Information Commissioner regulates data handling by organisations in the UK and works to uphold the data rights of citizens, and the [Information Commissioner's website](#) provides more information on the rights available to you.

9. Withdrawing consent

If you consented to providing your personal information to us and you have changed your mind and you no longer want Caredig to hold and process your information, please let us know. In the first instance, please contact the relevant department. Withdrawing consent should be as easy to do as when you provided consent in the first place. If that is not your experience with a particular service, it is important you let us know of your difficulties so that we can put that right.

If you encounter any difficulties in withdrawing consent, please contact the Caredig Data Protection Officer by email at dpo@caredig.co.uk or by writing to:

Data Protection Officer,

43 Walter Road,

Swansea,

SA1 5PN

10. Automated decision making and profiling

Caredig does not carry out automated decision making, and as such, any decision taken by us which affects you will always include human intervention. We do, on

occasion, carry out profiling to enable us to target services to people who would benefit from the help and support and who may suffer harm without our assistance.

Cookies and Data Protection

By accessing and continuing to use the Caredig website, you agree to accept the statements below. If not, then please do not continue to use the website. The statements below may change from time to time and are effective immediately. Please check each time you access this page to review any changes.

A cookie is a small file which is placed on your computer's hard drive by your browser. You can change your browser settings to stop cookies from being stored on your computer. But this may affect how our website functions. We use Google Analytics to analyse web traffic visiting the site.

Third-party cookies/links

Our website has links to third-party websites. You will need to read and accept the privacy settings on each of the respective websites to ensure you wish to use these.

The right to complain about data handling

Caredig sets very high standards for the collection and appropriate use of personal data. We therefore take any complaints about data handling very seriously. We encourage you to bring to our attention where the use of data is unfair, misleading or inappropriate, and we also welcome suggestions for improvement.

Data protection law says Caredig must:

Give people a way of making data protection complaints to Caredig;

Acknowledge receipt of complaints within 30 days of receiving them;

Without undue delay, take appropriate steps to respond to complaints, including making appropriate enquiries, and keep people informed; and without undue delay, tell people the outcome of their complaints.

Step 1 - Data handling enquiry (Informal resolution)

In the first instance, we would ask that you try to resolve data handling queries directly to our data protection officer as follows:

- dpo@caredig.co.uk or
- **Online:** [Feedback - Complaints - Caredig](#)

- **In writing to:** 43 Walter Road, Swansea, SA1 5PN (please be aware that complaints will only be logged from the data postage is confirmed as received, so this may delay your complaint response).

We are committed to handling data appropriately and are confident that we can resolve most issues informally.

Step 2 - Making a Data Complaint (Formal resolution)

If you are unhappy with the response to your query, or for example, how we have responded to your Subject Access Request (SAR), you can raise a data complaint in line with Caredig's internal Data Complaint process as follows:

- dpo@caredig.co.uk
- **Online:** [Feedback - Complaints - Caredig](#)
- **In writing to:** 43 Walter Road, Swansea, SA1 5PN (please be aware that complaints will only be logged from the data postage is confirmed as received, so this may delay your complaint response).

You can also make a data complaint without following Step 1 and go straight to Step 2 - Formal resolution.

Step 3 - Complain to the Information Commissioner's Office

If you remain dissatisfied following an internal complaint, you can lodge a complaint with the Information Commissioner:

In writing to: Information Commissioner's Office - Wales, 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH.

Online: [Make a complaint | ICO](#)

Last modified on 17th June 2026