

# Summary Privacy Notice

## HOW WE WILL USE YOUR INFORMATION

Caerphilly Homes will collect and process information about you, in order to enable you to successfully manage your housing and/or garage tenancy and deal with the finances associated with that tenancy. We may also use this information to provide you with the opportunity to take part in tenant engagement/ involvement. We will also record and may process information on other people living with you; to ensure the property is not overcrowded and to assess other tenancy management issues involving others in your household. There may be occasions where we collect and process information about people who are not tenants, in order to manage a contact from them or in association with a legal obligation.

The legal basis for collecting and processing your information is public task, contractual obligation and legitimate interest. We will keep information relating to a tenancy for as long as the contract is active or where money is owed on a tenancy related account and for a minimum period of 7 years after termination of tenancy.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed.

For further information on how we process your information and your rights please access the Council's website using the following link:

<https://www.caerphilly.gov.uk/CaerphillyDocs/FOI/PrivacyNotices/Privacy-Notice-Tenancy-Agreement.aspx>

## Safeguarding

Caerphilly Homes are committed to ensuring our tenants and those people living in our homes are safe and protected.

Our staff have a duty of care, this means that they must take action if they have knowledge, concerns or suspicions that a child or an adult is suffering, has suffered, or is likely to be at risk of harm.

There are a range of behaviours that can constitute abuse:

- physical
- sexual
- emotional / psychological
- neglect
- financial

Where we have concerns that abuse may be occurring, we will take some or all of the following steps:

- attempt to speak to you about our concerns
- record our concerns in our confidential records and any outcomes of our enquiries
- report our concerns to the appropriate professional services for investigation
- work in partnership with you, your family and support services on any action plans

If you have any concerns for yourself or members of your household, please contact us. We take safeguarding concerns seriously and deal with any reported concerns in a sensitive and confidential manner. Our staff receive safeguarding training.

You can also get an advocate or representative to speak to us on your behalf if you want to, or approach Social Services directly, contact details below.

**Children's Information Advice and Assistance** – 0808 100 1727, Email: [intakeduty@caerphilly.gov.uk](mailto:intakeduty@caerphilly.gov.uk)

**Adult's Information Advice and Assistance** – 0808 100 2500, Email [ASDIT@caerphilly.gov.uk](mailto:ASDIT@caerphilly.gov.uk)

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## Tenant's Handbook

Mae'r ddogfen hon ar gael yn Gymraeg, ac mewn ieithoedd a fformatau eraill ar gais.  
This document is available in Welsh, and in other languages and formats on request.