



Awen Housing Group Survey Privacy Notice

Awen Housing Group may collect, process and share personal data as part of surveys. This notice explains how AHG collects, uses and shares personal data of people who complete surveys for AHG. Your personal data will be processed in accordance with our Data Protection Policy and this statement. AHG is the “Data Controller” for the personal information we process, and we are registered with the Information Commissioners Office (ICO), under registration number **Z143441**.

How we collect data

AHG may collect personal data as part of a survey. These surveys may be sent to you as a link, or available as a link through social media, someone from AHG may ring you to complete a survey over the phone, or you may be asked to complete a survey in person with someone from AHG.

What data do we collect?

The types of personal data we collect will depend on the nature of the survey. We may collect your name, address, contact details, and/or special category data, such as disability information, or other personal data required as part of the survey. We will only collect the personal data we need to fulfil the purpose of the survey, which will be made clear when you complete the survey, and some surveys may not collect any personal data.

When & why do we collect information and on what ‘lawful basis’?

The term “lawful basis” refers to our justifiable reasons for collecting, processing or sharing data. The personal data we collect from you as part of surveys will be collected, processed and shared depending on the nature and purpose of the survey. This may be, for example, to improve our services or to gain your opinions on certain topics. The purpose of the survey will be made clear, as will the lawful basis we are processing your data under. In most cases, the legal basis we will rely on is either legitimate interest, such as where it is in our interest to improve our services, or consent, where we are asking to contact you about your responses, or as part of a prize draw. When collecting special category, or sensitive, personal data, such as information about your health, we will usually rely on explicit consent. These examples are not exhaustive, and we may rely on another lawful basis when necessary. We will make it clear on the survey which lawful basis we are relying on to process your personal data. Where we rely on consent or explicit consent to process your data, we will make it clear that we need your consent, and what we need your consent for.

Who do we share your personal data with?

The personal data you include on surveys may be shared internally within AHG, or sometimes we may share it with external organisations. We will make it clear on the survey if we intend to share your personal data with an external organisation when you complete the survey.

Retention Periods & Data Security

Your data will be retained in line with AHG's Data Retention Policy and Information Security Policy. A copy of this policy is available on request. Information held electronically or on paper is stored securely with appropriate controls and higher levels of security around sensitive personal data. The controls will be appropriate to the nature of the personal data and the level of associated risk.

Your Rights

The law provides the following rights (as outlined in the General Data Protection Regulations and Data Protection Act 2018):

- The right to be informed (we will let you know why we collect certain information, how we will use it and store it)
- The right to access (you can see what personal data we hold about you) by submitting a subject access request
- The right to rectification (you can ask for inaccurate or incomplete information we hold about you to be updated)
- The right to erasure (your personal data can be deleted in certain circumstances)
- The right to restrict processing (how your personal data is used by us in certain circumstances)
- The right to data portability (supports individuals obtaining and reusing their personal data for their own purposes)
- The right to object (you have the right to object to the processing of your personal data in certain circumstances)
- Rights in connection with automated decision making and profiling (i.e. where a decision is made without any human involvement or personal data is evaluated to consider certain things about an individual)

Please note that exceptions apply to a number of these rights and not all will be applicable in all circumstances. Further detail regarding your rights can be found at: www.ico.org.uk.

If you would like to exercise any of the above rights, please contact us on: gdpr@awenhomes.co.uk or ring 0345 677 2277. Alternatively write to our Risk and Business Assurance Manager, at our address.

You have a right to lodge a complaint with the Information Commissioner's Office about the way in which we process your data. Further information regarding making a complaint can be found at: www.ico.org.uk

If you would like more information about how AHG use your personal data, you may find a copy of our full Privacy Notice on our website, [here](#), or a paper copy of the full Privacy Notice or this Privacy Notice is available upon request.