

# Resident Newsletter

## Privacy Notice

Cadwyn Housing Association Limited ("Cadwyn", "we", "our", "us") is a Registered Social Landlord based in Cardiff. This Tenant Newsletter Privacy Notice applies when you sign up to receive our Tenant Newsletter. Cadwyn is a data controller, which means that we are responsible for deciding how we hold and use your personal information. Cadwyn's ICO data protection registered number is Z6736414.

### Personal Information That We Hold About You

We collect only sufficient contact details so we can provide you with the Tenant Newsletter. We only collect your email address, your first and last names, and you can change these at any time by updating your preferences at the bottom of the Tenant Newsletter email.

### The Legal Basis and Purpose for Collecting and Using Your Personal Information

The **legal basis** for Cadwyn using your personal information to send you our Tenant Newsletter is your consent. - UK GDPR Article 6(1)(a). You may withdraw your consent at any time. To do this, unsubscribe at the bottom of the Tenant Newsletter email. If you do that, we'll update our records to reflect your wishes. - UK GDPR Article 7(3)

The **purpose** for Cadwyn using your contact details is so that we can provide you with our Newsletter, which lets you know about our work, any information which may be of help to you, any future events, to survey your opinions about our existing service. - UK GDPR Article 5(1)(b)

### How Long We Keep Your Personal Information

We will retain your personal information for no longer than you wish to continue to receive the Tenant Newsletter. GDPR - Article 5(1)(e)

## The Legal Basis for Sharing and Storing Your Personal Information

Your personal data will not be **shared** with any other organisation, and we will not sell it.

Your personal data is **stored** by Mailchimp in servers in the United States. This means that data may be transferred to, stored, or processed in the United States. Mailchimp transfers and processes your data in compliance with the International Data Transfer Agreement (IDTA), the international data transfer addendum to the European Commission's Standard Contractual Clauses for international data transfers, which gives us the ability to lawfully transfer data, subject to UK GDPR, outside of the UK and Europe to Mailchimp in the United States.

## Your Information Rights

For more information on your rights, please go to the ICO's '[Your rights as an individual](#)'. - UK GDPR Chapter III (Rights of the data subject). If you wish to exercise your information rights, please contact Cadwyn Housing Association, 197 Newport Road, Cardiff CF24 1AJ, telephone 029 2049 8898, or email us at [info@cadwyn.co.uk](mailto:info@cadwyn.co.uk).

## How You Can Complain

If you are unhappy with the way that we have used your personal information, you have the right to complain. In the first instance, please email our Data Privacy Officer ([dataprotection@cadwyn.co.uk](mailto:dataprotection@cadwyn.co.uk)). If you are unhappy with our final response, you may refer your complaint onto the ICO at Wycliffe House, Water Lane, Wilmslow SK9 5AF. Telephone number: 0303 123 1113. <https://ico.org.uk/>