

Healthy@Home Privacy Notice



This Privacy Notice explains how we (United Welsh Housing Association Ltd) handle your personal data in providing you with the Healthy@Home Service, in line with our contract with the Cardiff & Vale University Health Board. The Cardiff & Vale University Health Board will remain the Controller of any data or information produced by the service.

If you have any questions about the information in this privacy notice please contact us on the details below, Our Data Protection Officer is Nia Roblin, Head of Governance and Compliance.

United Welsh Housing Association Ltd
Y Borth
13 Beddau Way
Caerphilly, CF83 2AX

Tel: 02920 858 100
Email: tellmemore@unitedwelsh.com
Visit: www.unitedwelsh.com

How we use your personal information?

Most of the information we use is information you have given us directly about yourself or next of kin. However, some may be information that we are given by a third-party such as your Community Resettlement teams, other health professionals or the local authority when they refer you to our service.

For us to provide you with the full Healthy@home service we will need to ask you to share some information about your health and wellbeing. You do not have to share this information, but it may limit what we can do for you if you do not.



Information category	Why do we need it?	Legal bases
Basic details such as*: <ul style="list-style-type: none"> • Name • Address • Email addresses • Phone numbers • Date of birth 	To be able to contact you and provide you with the Healthy@Home Service.	Legitimate Interests
	To be able to review the services we offer and ensure we are meeting the needs of our citizens and our communities.	Legitimate Interests
	Anonymised statistical information will be used to review the services we offer and ensure we are meeting the needs of our citizens and our communities.	Legitimate Interests
Special Categories such as*: <ul style="list-style-type: none"> • Health Information 	To be able to provide you with tailored support advice to improve your Wellbeing.	Legitimate Interest and the secondary base of Employment, social security and social protection
<ul style="list-style-type: none"> • Race, ethnic origin, religion • Sex life or sexual orientation 	To record our work with you and the support given to you by our Healthy@Home Facilitators.	Legitimate Interest and the secondary base of Employment, social security and social protection
	Anonymised statistical information will be used to review the services we offer and ensure we are meeting the needs of our citizens and our communities.	Legitimate Interest and the secondary base of Employment, social security and social protection
Familial or Relationship Information such as*: <ul style="list-style-type: none"> • Any information you share with us about your family or connections that impact on your wellbeing 	To be able to provide you with tailored support and advice to improve your Wellbeing.	Legitimate Interest
	Anonymised statistical information will be used to review the services we offer and ensure we are meeting the needs of our citizens and our communities.	Legitimate Interest
Voice Call Recordings	The calls made to and from our landline numbers are recorded for training and monitoring purposes.	Legitimate Interest

*The examples given of the information that we use are not exhaustive lists.

Who do we share your personal data with?

Depending on your support needs, we may refer you to other services or share information of your engagement with us with other organisations, we will only do this having discussed it with you first unless there are laws that require us to share the information.

Part of providing the Healthy@home Service includes reporting to the Cardiff & Vale University Health Board in-line with our contract. However, we will only share anonymised statistical information or anonymised case studies with them and not your personal data.

We may also share your information when you have given us explicit consent to share your information.

How long do we keep your information for?

We will keep your information on our system for seven years after you finish working with us.

If you have been referred to us from a third party but do not want to work with us, please let us know and we will remove your referral information from our system. Otherwise, we will keep your referral information for 3 months while we try and contact you.

After this, the information will be destroyed and disposed of in a secure manner in line with our privacy policies and procedures.

The anonymised statistical reports and case studies created during the service will be kept forever as a record of the work undertaken by the Healthy@Home Service.

Your Individual Rights

You have a number of individual rights under the General Data Protection Regulation (GDPR).

You have the right to access the personal information that we process about you. If you believe the personal information we hold on you is inaccurate or incomplete, you have the right to have it corrected or completed. Where we are using your information based solely on your consent, you also have the right to withdraw this consent at any time by contacting us.

You also have the right, in certain circumstances, to block the processing of your data, object to some types of processing or even have your data deleted or in some cases transferred to another organisation of your choice.

More information about all of these rights can be found from our website or by visiting www.ico.org.uk

Storage of your personal data

To enable us to provide you with the Healthy@Home Service we will store your personal data on a number of electronic systems. Some of these systems are held on site in our privately owned corporate network or in a Cloud based service. Where the latter happens, we work closely with the providers to ensure the security of your information is in line with legal requirements.

We also use paper records when necessary, for example initial referrals from a support organisation, these are held in locked storage that is only accessible by relevant members of staff until they are added to the electronic system following which the paper copies are securely destroyed.

None of your information is ever stored or shared outside of the European Economic Area.

Not happy with any of this?

If you are not happy with any of the ways we handle your data then please tell us using the details above.

If you are still not happy, you are able to complain to the UK's supervisory authority for data protection – the Information Commissioner's Office by visiting www.ico.org.uk/concerns or by phoning them on 0303 123 1113.

Hysbysiad Preifatrwydd



Mae'r hysbysiad preifatrwydd hwn yn esbonio sut byddwn ni (United Welsh Housing Association Ltd) yn trin eich data personol wrth ddarparu gwasanaeth Healthy@Home ar eich cyfer yn unol â'n contract gyda Bwrdd Iechyd Prifysgol Caerdydd a'r Fro. Bydd Bwrdd Iechyd Prifysgol Caerdydd a'r Fro yn parhau'n Rheolwr o unrhyw ddata neu wybodaeth a gynhrychir gan y gwasanaeth.

Os bydd unrhyw gwestiynau gennych am yr hysbysiad preifatrwydd hwn, cysylltwch â ni wrth ddefnyddio'r manylion isod. Ein swyddog diogelu data yw Nia Roblin, pennaeth Ilywodraethu & cydymffurfio.

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Ffôn: 029 2085 8100
Ebst: tellmemore@unitedwelsh.com
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Ein defnydd o'ch manylion personol?

Mae'r rhan fwyaf o'r wybodaeth a ddefnyddiwn yn wybodaeth yr ydych wedi ei rhoi i ni yn uniongyrchol amdanoch eich hun neu berthynas agosaf. Fodd bynnag, efallai byddwn yn cael rhai manylion gan drydydd partion fel eich timau adsefydlu cymunedau, gweithwyr iechyd eraill neu'r awdurdod lleol pan fyddant yn eich cyfeirio at ein gwasanaeth.

Byddwn yn gofyn i chi rannu rhywfaint o wybodaeth am eich iechyd a lles er mwyn darparu gwasanaeth Healthy@Home cyflawn ar eich cyfer. Ni fydd rhaid rhannu'r wybodaeth gyda ni, ond os na fyddwch mae'n bosibl bydd yn cyfyngu beth allwn wneud ar eich cyfer.

Categori	Rheswm am ofyn?	Seiliau cyfreithiol
Manylion personol <ul style="list-style-type: none"> • Enw • Cyfeiriad • Cyfeiriadau ebost • Rhifau ffôn • Dyddiad geni 	Cysylltu â chi a darparu gwasanaeth Healthy@Home ar eich cyfer	Diddordebau dilys
	Cysylltu â chi wrth adolygu ein gwasanaethau a sicrhau ein bod yn diwallu anghenion dinasyddion a chymunedau	Diddordebau dilys
	Manylion ystadegol anhysbys er adolygu ein gwasanaethau a sicrhau ein bod yn diwallu anghenion dinasyddion a chymunedau	Diddordebau dilys
Categoriâu arbennig <ul style="list-style-type: none"> • Gwybodaeth iechyd 	Darparu cymorth a chyngor addas er gwella eich lles	Diddordeb dilys, a sail eilaidd, sef cyflogaeth, nawdd cymdeithasol a diogelwch cymdeithasol
<ul style="list-style-type: none"> • Hil, tarddiad ethnig, crefydd • Bywyd / tueddfryd rhywiol 	Cofnodi ein gwaith gyda chi a'r cymorth a ddarperir gan hwyluswyr Healthy@Home	Diddordeb dilys, a sail eilaidd, sef cyflogaeth, nawdd cymdeithasol a diogelwch cymdeithasol
	Manylion ystadegol anhysbys er adolygu ein gwasanaethau a sicrhau ein bod yn diwallu anghenion dinasyddion a chymunedau	Diddordeb dilys, a sail eilaidd, sef cyflogaeth, nawdd cymdeithasol a diogelwch cymdeithasol
Manylion teulu/ perthnasau? <ul style="list-style-type: none"> • Unrhyw wybodaeth byddwch yn rhannu gyda ni am eich teulu neu gysylltiadau sy'n effeithio eich lles 	Darparu cymorth a chyngor addas er gwella eich lles	Diddordeb dilys
	Manylion ystadegol anhysbys er adolygu ein gwasanaethau a sicrhau ein bod yn diwallu anghenion dinasyddion a chymunedau	Diddordeb dilys
Recordio galwadau llais	Cofnodi galwadau i ac o ein rhifau ffôn sefydlog at ddibenion hyfforddi a monitro	Diddordeb dilys

*Nid yw'r enghreifftiau yn cynrychioli rhestrau cynhwysfawr.

Rhannu eich data personol gyda phwy?

Yn dibynnu ar eich anghenion cymorth, efallai y byddwn yn eich cyfeirio at wasanaethau eraill neu'n rhannu gwybodaeth am eich ymgysylltu â ni gyda sefydliadau eraill, byddwn yn gwneud hyn yn unig ac yn ei drafod gyda chi yn gyntaf oni bai bod yna gyfreithiau sy'n ei gwneud yn ofynnol i ni rannu'r wybodaeth.

Bydd darparu gwasanaeth Healthy@Home yn cynnwys adrodd nôl i Fwrdd Iechyd Prifysgol Caerydd a'r Fro yn unol â'n contract. Fodd bynnag, byddwn ond yn rhannu gwybodaeth ystadegol anhysbys neu enghreifftiau anhysbys ac nid eich data personol.

Gallwn hefyd rannu eich gwybodaeth pan fyddwch wedi rhoi caniatâd penodol i ni wneud hynny.

Cadw eich manylion am ba hyd?

Byddwn yn cadw eich gwybodaeth ar ein system am saith mlynedd ar ôl i chi orffen gweithio gyda ni.

Os bydd trydydd parti wedi eich cyfeirio atom ond ni fyddwch am weithio gyda ni, rhowch wybod a byddwn yn dileu eich manylion o'n system. Fel arall, byddwn yn cadw eich manylion am 3 mis wrth i ni geisio cysylltu â chi.

Wedi hynny, byddwn yn dileu'r wybodaeth mewn modd diogel yn unol â'n polisiau a gweithdrefnau preifatrwydd.

Byddwn yn cadw'r adroddiadau ystadegol anhysbys a'r enghreifftiau a grëwyd yn ystod y gwasanaeth am byth fel cofnod o waith gwasanaeth Healthy@Home.

Eich hawliau unigol

Mae gennych nifer o hawliau unigol o dan y Rheoliad Diogelu Data Cyffredinol (GDPR).

Mae hawl mynediad gennych i'r manylion personol byddwn yn prosesu amdanoch. Os byddwch yn credu bod eich manylion personol yn ein meddiant yn anghywir neu anghyflawn, mae hawl gennych i'w cywiro. Pan fyddwn yn defnyddio eich gwybodaeth ar sail eich caniatâd yn unig, bydd hawl gennych i ddileu'r caniatâd hwnnw ar unrhyw amser wrth gysylltu â ni.

Yn ogystal, mae hawl gennych o dan rai amgylchiadau i flocio prosesu eich data, gwrthwynebu rhai mathau o brosesu neu hyd yn oed ddileu eich data, neu mewn rhai achosion i'w trosglwyddo i gorff arall o'ch dewis.

Manylion pellach am yr hawliau hyn ar ein gwefan neu yn www.ico.org.uk

Storio eich data personol

Er mwyn darparu ein gwasanaeth Healthy@Home byddwn yn storio eich data personol ar nifer o systemau electronig. Bydd rhai o'r systemau hyn ar ein safle yn ein rhwydwaith corfforaethol preifat neu mewn gwasanaeth cwmwl. Yn achos yr olaf, byddwn yn cydweithio'n agos â'r darparwyr er diogelu eich gwybodaeth yn unol â gofynion cyfreithiol.

Byddwn hefyd yn cadw cofnodion papur pan fydd angen, er enghraifft cyfeiriadau gan feddygon teulu, gan eu cadw dan glo a chyfyngu mynediad iddynt i aelodau staff perthnasol.

Ni fyddwn yn storio neu rannu eich gwybodaeth tu allan i Ardal Economaidd Ewrop ar unrhyw adeg.

Anhapus gydag unrhyw beth?

Os na fyddwch yn hapus gydag unrhyw un o'r ffyrdd byddwn yn trin eich data, cofiwch ein hysbysu wrth ddefnyddio'r manylion uchod.

Os byddwch dal yn anfodlon, gallwch wneud cwyn i awdurdod arolygu diogelu data'r Deyrnas Unedig - Swyddfa'r Comisiynydd Gwybodaeth yn www.ico.org.uk/concerns neu wrth ffonio 0303 123 1113.