



**PEMBROKESHIRE HOUSING**  
**TAI SIR BENFRO**



**Data Protection Act:**  
**Your Rights**

*Mae'r daflen yma ar gael yn Gymraeg*



# Data Protection Act: Your Rights

## Customer Guide

### How does the Data Protection Act affect you as a customer of Pembrokeshire Housing?

When you become a customer by completing an application form we will ask for your consent to process personal data about you - e.g. medical information.

When you contact us by telephone we will ask you to confirm your identity before discussing personal information.

We will keep your personal information secure and when it is no longer needed we will destroy it - e.g. shredding paper.

This leaflet explains in more detail your rights under the Data Protection Act 1998 and how to request a copy of your personal data.

### What is the Data Protection Act?

The Data Protection Act 1998 (the Act) came into force on 1st March 2000 and allows you as a Pembrokeshire Housing customer certain rights to access information held about you by Pembrokeshire Housing. The Act establishes rules for processing personal information and now applies to most paper records including housing applications, Tenancy Records, Care and Repair application as well as those held on computer.

Pembrokeshire Housing is obliged to comply with the Act and therefore must ensure that handling of all personal information is effected in accordance with Data Protection Principles. [See below].

Pembrokeshire Housing will use the information from other sources for the administration and management of residential property and related activities.

This should include the processing and retention of application, allocation and accommodation, rent, maintenance and other legal or accounting matter and such other information as is reasonably required to ensure the good operation of the Association and maintenance of its responsibilities of tenants, employees and third parties





## Categories of Recipients

Pembrokeshire Housing discloses personal information for the above purposes to the following recipients:

- It's staff, agents and contractors, other social landlords, other public authorities, public representatives and its legal advisors.

## What rights do I have in relation to the Act?

- The right of subject access - i.e. to find out what information is held about you on computer and on most paper records.
- The right of rectification, blocking, erasure and destruction of information by application to the Court.
- The right to prevent the processing in some cases where the processing of the data is likely to cause substantial unwarranted damage and/or distress to you or anyone else.
- The right to prevent processing for direct marketing purposes.
- The right to compensation for damage or damage and/or distress caused by any breach of the act.
- Rights in relation to automated decision making.

## What are the relevant Data Protection principles?

Personal data about you must be:

1. Fairly and lawfully processed.
2. Processed for limited purposes and not in any way incompatible with those purposes.
3. Adequate, relevant and not excessive.
4. Accurate and kept up to date.
5. Not kept for longer than necessary.
6. Processed in line with your rights.
7. Secure.

## How do I request access to information held about me?

Complete the Request for Access to Personal Information Form attached providing sufficient



information to allow staff to locate the specific personal data. Return the completed form to Meyler House together with evidence of identification and £10.

## Will I be able to access all information held about me?

The Data Protection Act 1998 gives all individuals who are the subject of personal data ("Data Subjects") a general right of access to personal data, which relates to them. Personal data can be contained on manual file or on computer.

The Data Subject is not entitled to a copy of the information held if the supply of such a copy is not possible and would involve "disproportionate effort". However, if the information requested contains reference to a third party, the Association will decide whether it is reasonable to do so before releasing the information. Certain categories of information are also exempt from the Subject Access provisions of the Data Protection Act and cannot be disclosed.

## What if I have a complaint?

If you are dissatisfied with Pembrokeshire Housing's decision in response to your Subject Access Request you may complain through Pembrokeshire Housing's Complaints Procedure. However, you may also complain to the Information Commissioner (see address below).

## How long should it take to obtain the information?

Pembrokeshire Housing must respond to your written request within 40 days of receipt provided you have given sufficient particulars to facilitate processing your request.

## Are there any costs involved?

The Act entitles Pembrokeshire Housing to charge up to £10 for responding to a Request for Access to Personal Information Form. The £10 should be paid when you submit your Access Request Form.

## Disclaimer

This leaflet offers basic guidance on your rights under the Act and is not intended to provide an authoritative interpretation of the law relating to Data Protection; only the courts can do that. If you need advice or guidance on this complex issue you should contact a solicitor or Citizens Advice Bureau or the Office of the Information Commissioner (address and telephone number below).

## Useful contacts:

- [www.dataprotection.gov.uk](http://www.dataprotection.gov.uk)
- Information Commissioners Information Line - 01625 545745
- Office of Information Commissioner  
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF



# Data Protection Act 1998

## REQUEST FOR ACCESS TO PERSONAL INFORMATION

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If you would like access to personal data Pembrokeshire Housing holds about you please complete this form and return it to: Pembrokeshire Housing, Meyler House, St. Thomas Green, Haverfordwest, Pembrokeshire SA61 1QP

(Please use BLOCK capitals)

**I request access to personal data relating to:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

E-mail: \_\_\_\_\_

Telephone: \_\_\_\_\_

Signature \_\_\_\_\_

I enclose £10.00

### Details of request

In accordance with Section 7-9 of the Data Protection Act 1998, I request access to the following personal information:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

To assist us with our search, if you have made a former Request for Access to Personal Information, please provide the date of your most recent request:

\_\_\_\_\_

Evidence of Identification enclosed: \_\_\_\_\_  
\_\_\_\_\_

continued over >



**If you want to know the answers to the following please tick the box:**

- Why we are processing your personal data
- To whom your personal data is disclosed
- The source of your personal data

**Our responsibilities are to:**

- Acknowledge your request
- Inform you as to whether or not personal data is held
- Reply within 40 days







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Pembrokeshire Housing  
Meyler House,  
St. Thomas Green, Haverfordwest,  
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SA61 1QP

Tel: 01437 763688  
Fax: 01437 763997  
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[www.pembs-ha.co.uk](http://www.pembs-ha.co.uk)

*Pembrokeshire Housing is a Charitable Organisation*

*Gofynnwch os ydych chi'n eisiau fersiwn Gymraeg o'r daflen yma*

## Data Protection Act: Your Rights

### Office Hours:

Monday to Thursday  
9:00 - 17:00  
Friday  
9:00 - 16:30