



Retention of Personal Data

Personal Data will be retained in line with the Association's Data Retention Schedule which is reviewed annually – if you would like to see how long we keep personal data please [click here](#).

Changes to our Privacy Notice

We keep our privacy notice under regular review and will place any updates on this webpage.

Registration with DPCO

Clanmil Ireland is registered as a Data Controller with the Data Protection Commissioners Office (DPCO) and its registration is renewed annually. The point of contact within Clanmil Ireland in relation to all data protection issues is:-

Michael Haynes
Chief Executive Officer (DPO)
0860444228
michael.haynes@clanmilireland.ie

Making a Complaint

If you have any concerns regarding the security of the data that Clanmil Ireland holds on you, you can raise the matter with Clanmil Ireland's Data Protection Officer above, however you can, if you wish, raise the matter directly with the Data Protection Commissioner's Office. Contact Details are as follows:-

Data Protection Commissioner
Canal House
Station Road
Portarlinton
R32 AP23 Co Laois
Telephone: 0578684800/1890 252 231
Email: info@dataprotection.ie

Tenant Privacy Notice

Introduction

Clanmil Ireland is a not for profit housing association that owns and manages over 250 homes throughout Ireland. We take the confidentiality and security of the information we hold about our customers and colleagues very seriously. This Privacy Notice explains how we use the personal information we collect. Our privacy notice covers the following areas to explain our approach to Data Protection. Please click on the headings below to see the relevant information:

- [Legal basis for processing](#)
- [How we collect information about you](#)
- [Who we collect information on](#)
- [How we use your information](#)
- [Sharing your information](#)
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How we collect information about you

We collect information in a variety of ways, including:

- When customers apply for a home
- When completing your annual Confidential Income Statement
- When customers sign a tenancy agreement
- Through on-going contact with customers during a tenancy
- When customers access services by logging onto our website
- When customers terminate a tenancy
- If a customer makes a complaint
- When dealing with ASB cases
- When providing money and benefits advice

When you apply to become a Clanmil Ireland tenant, we request and hold on file any references necessary to assess your application. This may include, but is not limited to, information from other landlords, the Local Authority that holds your housing application, the Community Welfare Officer or Rent Unit, the Probation Service, Support Services, Social Services, and Health Services.

Legal basis for processing

When tenants first apply for social housing (to the relevant Local Authority), 'every applicant' will provide 'consent' which allows Approved Housing Bodies to process personal data in connection with your application and any subsequent tenancy that you take up. The processing of your personal data is also necessary for the 'Legitimate Interests' (of Clanmil Ireland) in managing your tenancy, but also the legitimate interests of third parties to whom we may share data (and examples of these agencies are shown below).

The legal basis for processing of personal data will be through consent and legitimate purposes.

Who we collect information on

We collect personal information about:

Tenants: This includes current, former and potential tenants, who live in our properties, and could also include their family and people associated with them.

Anyone who makes a complaint or enquiry and visitors to our website and offices

How we use your information

We use the information we collect so that we can deliver our services to you. We use information to:

- manage allocations and lettings
- manage tenancies
- receive rent and service charges

- provide a repairs and maintenance service
- resolve ASB disputes
- investigate complaints
- engage with customers to get feedback on our services

Sharing your information

We will not share your personal information without your consent, unless allowed by law. Examples of organisations we may share your information with, where appropriate, are:

- Contractors
- Local Authorities
- Residential Tenancies Board
- Clanmil Housing (who provide our repairs service)
- Utilities companies
- Courts
- Community Welfare Officers/Rent units
- Support agencies
- Health services

We will not transfer your personal data outside of the EEA without your explicit consent.

Accessing your information

Under the General Data Protection Regulations individuals can find out if we hold any personal information (including CCTV images of themselves) by making an 'access request'. If we do hold information about you we will tell you what this is and let you have a copy of it. You can also be provided with information about the processing i.e. the purposes of the processing, categories of data processed, data portability, retention periods, rectification, erasure and to restrict or object to processing. If you wish to exercise any of your rights please contact our Data Protection contact, Michael Haynes.

Transferring personal data outside the EEA

It is unlikely that we will transfer your personal details outside of the EEA. Where any transfer is made outside of the European Union, it will be in compliance with the conditions for transfer set out in GDPR.