

Privacy Statement

This Privacy Statement sets out how we look after the information that you provide to us. We ask you for rental information for the purposes of:

- setting Local Housing Allowance rates
- setting Local Reference Rents
- valuing the accommodation component of housing benefit claims
- rental valuations under the 1977 Rent Act

We have a statutory requirement to use rental data for these purposes but have no statutory power to collect the information. We therefore rely entirely upon your voluntary supply of information, which means, in providing any personal data you are consenting to its use in line with this statement.

Both your rental information and your personal contact details are held by the Welsh Government operating as Rent Officers Wales. No one outside of Rent Officers Wales has access to your personal data.

We also produce statistical summaries of your rental data to assist Welsh Government in forming an understanding rent levels and nature of the private rented sector in Wales.

Anonymised rental data is provided to the Office for National Statistics for calculation of the Price Index of Private Rents (PIPR), an official statistic that tracks average rental costs and inflation levels within the sector. More information can be found at <https://www.ons.gov.uk/economy/inflationandpriceindices/bulletins/privaterentandhousepricesuk/latest>

In order to keep your information reliable and up-to-date we ask you to:

- give us accurate information;
- tell us as soon as possible of any changes, such as a change of your contact details;
- allow us to contact you regularly, at an agreed interval, to update the information for your lettings

Your personal contact details are retained by Rent Officer Wales so that we can contact you regarding changes to your lettings details. You are entitled to withdraw permission for consent for us to use these details to contact you and also for your personal details to be removed from our database.

If you'd like more information on:

- finding out what information we hold about you and how to ask us to correct any mistakes;
- how to withdraw your consent for us to use your personal data;
- agreements we have with other organisations for sharing anonymised information;

- our instructions to staff on how to collect, use and delete your personal data; or
- how we check the information we hold is accurate and up to date

Please send an email to RentOfficerHelpDesk@gov.wales or write to the Operations Manager, Rent Officers Wales, Welsh Government, Sarn Mynach, Llandudno Junction, LL31 9RZ.

If you wish to make a complaint about the way we've handled your personal data please send an email to dataprotectionofficer@gov.wales or write to the Data Protection Officer, Welsh Government, Cathays Park, Cardiff, CF10 3NQ.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office by sending an email to casework@ico.org.uk or by writing to the First Contact Team, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF