



Llywodraeth Cymru
Welsh Government

Research: Social Housing Evictions

The Welsh Government have commissioned ORS to undertake a project exploring social housing evictions in Wales. The aim of the evaluation is to assess how the current rates of social housing evictions and reasons for evictions; as well as to understand what steps are undertaken/support provided before eviction action is taken to prevent reaching crisis point.

As part of this project, you are invited to take part in a qualitative in-depth phone interview which further explores social housing eviction experiences and processes.

Based on the evaluation findings, a research report and executive summary will be published on the Welsh Government website, and will be available in English and Welsh. No individuals will be identified in the reporting of the findings.

The Welsh Government is the data controller for the research. However, ORS will delete any personal data provided during research fieldwork.

Participation is completely voluntary. However, your views and experiences are important in order to help inform Welsh Government policies.

The contact for this evaluation at ORS is Hannah Champion.

Telephone: 01792 828355

Email: hannah.champion@ors.org.uk

PRIVACY NOTICE – Social Housing Evictions

What personal details do we hold and where did we get your details?

Personal data is defined under the General Data Protection Regulation (GDPR) as “any information relating to an identifiable person who can be directly or indirectly identified by reference to an identifier”.

You have been invited to take part in an in-depth telephone interview with a researcher from ORS. Your details were provided to Welsh Government by your local authority as you were nominated as the person most able to respond take part in this research. You may also have registered your interest in taking part via the online survey.

The interview does not require the collection of any additional personal data. Any personally identifiable information that is provided will be deleted.

If you raise a query or complaint and provide personal data requesting a response, the researcher will forward the request only to the relevant official and subsequently delete it from the research data.

What is the lawful basis for collecting the data?

The lawful basis of processing information in this data collection exercise is our public task; that is, exercising our official authority to undertake the core role and functions of the Welsh Government.

Participation is completely voluntary. Research studies such as this are important for the Welsh Government to collect information and actionable evidence about its ability to deliver government priorities. For example, the information collected might be used to understand how to support social landlords.

How secure is any personal data submitted?

Personal information provided to ORS by the Welsh Government is always stored securely. The data can only be used by a limited number of researchers who are working on the evaluation. Social researchers from ORS will only use participant contact details to contact them for research purposes.

ORS have put in place procedures to deal with any suspected data security breaches. If a suspected breach occurs, ORS will report this to the Welsh Government who will notify you and any applicable regulator where we are legally required to do so. ORS have Cyber Essentials certification.

All data gathered through this research will be reported in an anonymised format. It will not contain your contact details and any identifiable information provided will be removed. ORS will use the information from your interview to produce a report for Welsh Government. This report will not include any information that could be used to identify individual participants.

How long do you keep any personal data submitted?

ORS will hold personal data during the contract period, and any personal data not already removed will be deleted three months after the end of the contract.

Your rights

Under GDPR, you have the following rights in relation to the personal information you provide as part of this evaluation. You have the right to:

- Access a copy of your own data;
- Require us to rectify inaccuracies in that data;
- To object to or restrict processing (in certain circumstances);
- For your data to be 'erased' (in certain circumstances); and
- To lodge a complaint with the Information Commissioner's Office (ICO) who is our independent regulator for data protection.

The contact details for the Information Commissioner's Office are: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Phone: 01625 545 745 or 0303 123 1113. Website: www.ico.gov.uk

Further Information

If you have any further questions about how the data provided as part of this study will be used by the Welsh Government or wish to exercise your rights using the General Data Protection Regulation, please contact:

Rhian Davies (Knowledge and Analytical Services, Welsh Government)
Telephone: 03000 256791
Email: rhian.davies54@gov.wales

The Welsh Government's Data Protection Officer can be contacted at:
Welsh Government, Cathays Park, Cardiff, CF10 3NQ
Email: DataProtectionOfficer@gov.wales.