



Llywodraeth Cymru  
Welsh Government

## **Evaluation OF Welsh Housing Quality Standard (WHQS): Tenant Survey**

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The Welsh Housing Quality Standard Policy Team in Welsh Government has commissioned the Sustainable Futures Research Team in Knowledge and Analytical Services, Welsh Government to undertake a tenant survey into the existing Welsh Housing Quality Standard (WHQS). This aim of this survey is to explore how tenants view and perceive the current WHQS, in order to inform the development of a new Standard. As part of this research, the Sustainable Futures Research Team will be gathering information from tenants through a survey disseminated by TPAS Cymru and by social landlords.

The Welsh Government is the data controller for the research. The Sustainable Futures Research Team will remove personal data before writing up the report and will not provide personally identifiable data to others in Welsh Government unless you ask us to.

The information collected during the project will be included in a report which may be published on the Welsh Government website.

Your participation in this research is completely voluntary. However your views and experiences are important in order to help inform Welsh Government policies.



## PRIVACY NOTICE

### What personal data do we hold and where do we get this information?

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’.

The Welsh Government does not hold relevant contact details for you. You have either been contacted because:

- your landlord (with whom you already engage) has been asked to contact you to inform you of this survey and provide you with a link to participate; or
- you have been invited to take part through TPAS Cymru as a member of their Tenant Pulse; or
- you have accessed the research via an invitation from either your landlord or TPAS Cymru’s social media account.

Neither your landlord nor TPAS Cymru will have access to any of your responses. If you agree to participate your contact details will not be provided to Welsh Government and any identifying details you may choose to provide within the survey will be removed prior to analysis of the data.

This research does not require the collection of any personal data from you. Your IP address and email will not be collected by completing the survey.

Your participation is voluntary.

If you choose to provide additional personal data in any responses to the survey questions, we will not identify you from, or link your identity to, the responses you provide. 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 using your data?

The lawful basis for 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.



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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.

### **How secure is your personal data?**

Personal data provided to Welsh Government is held on secure servers, and for this project a folder has been created that has access restricted only to the immediate research team. Any personal data you choose to provide in your responses will be stored in this restricted folder. The researchers will not provide any personal information when reporting findings to the policy team.

When conducting surveys, the Welsh Government use a survey software programme called Smart Survey. We have ensured that Smart Survey is GDPR compliant and meets our expectations in terms of the security of any data collected via the software (e.g. all data is processed within the EEA).

All data gathered through this research will be reported in an anonymised format. It will not contain your contact details and any identifiable information in open-ended answers will be removed. The Sustainable Futures Research Team will use the information gathered to produce a report, and this may be published on the Welsh Government website. This report will not include any information that could be used to identify individual participants.

### **How long do we keep your personal data?**

Any personal data not already removed during analysis will be deleted by the Sustainable Futures research team three months after the publication of the final report.

### **Individual rights**

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

- To access a copy of your own data;
- For 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.



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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](http://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:

Name: Katy Addison

E-mail address: [katy.addison@gov.wales](mailto:katy.addison@gov.wales)

Telephone number: 03000 256292

The Welsh Government's Data Protection Officer can be contacted at:

Welsh Government, Cathays Park, Cardiff, CF10 3NQ, Email:

[DataProtectionOfficer@gov.wales](mailto:DataProtectionOfficer@gov.wales).