

## **Privacy Notice**

### Introduction:

This Privacy Notice provides you, the data subjects, (i.e. tenants, landlords, applicants and household members) with information about the processing of personal data by the Housing Agency in relation to the Cost Rental Tenant in Situ (CRTiS) Scheme. In order to apply, participate and for the Housing Agency to deliver its services effectively, it will be necessary to process some of your personal data. This may include your contact details, information we collect in support of assessing your application and information that will facilitate the purchase of the concerned property.

### Who is the Housing Agency

The Housing Agency located at 53 Mount Street Upper, Dublin, Ireland, is a state agency that has been put in charge of administering the CRTiS Scheme. As a data controller, the Housing Agency has the responsibility for deciding how and why your personal data will be used under the applicable EU data protection laws. This notice therefore only applies to the CRTiS Scheme and other details on how the Housing Agency processes your personal data can be found at its [website](#).

### Purpose of Processing and Lawful Basis

The Housing Agency may gather personal data, necessary to deliver the Scheme, directly from you through our Scheme application forms or through the interactions you have with the Housing Agency through phone calls or emails. As a data controller that is also a state agency, we rely on Public Task (i.e. official authority vested in the controller or to perform a task in public interest) as the lawful basis for processing your personal data and providing you with our services for the Scheme.

A local authority, with your consent, may share certain personal data necessary to evidence your eligibility to participate in the Scheme. However this information will only be used by the Housing Agency to initiate discussions with you, provide you with an application form to the Scheme and convey next steps to participate in the Scheme. More information on the above can be sought by approaching your local authority or viewing their privacy notice.

Personal data collected through your participation in the Scheme, may be shared with contractors, valuers, building surveyors or solicitors acting on our behalf and under strict instructions in delivering the services under the Scheme. Only the minimum and necessary personal data will be shared.

Our activities as a state agency may be subject to scrutiny and therefore your data may also be part of an audit by internal and external auditors. Additionally, the Housing Agency may engage the services of data processors, such as a specialist IT company, but only under contract where they are also obliged to take appropriate care of your personal data. Your personal data will however not be subject to automated decision-making or profiling and will not be used for purposes other than the ones outlined in this document.

### Data security and storage of personal data

We use a range of physical, electronic, and managerial measures to ensure that we keep your personal data secure, accurate and up to date. These measures include education and training to relevant staff to

ensure they are aware of our data protection obligations when processing personal data, administrative and technical controls to restrict access to personal data to a need to know basis, technological security measures, including firewalls, encryption, and anti-virus software; and physical security measures, such as staff security passes to access our premises. However, the transmission of information via the Internet may not be completely secure, although we will do our best to protect your personal data.

#### Data Retention

Personal data is only held for as long as is necessary for the purposes of which it was collected for. After this time your personal information is securely deleted as per the Housing Agency's retention policies.

#### Your rights as an individual

Your rights as an individuals are provided under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA2018). We have provided you with a detailed description of the same on the Housing Agency's [website](#).

If you wish to exercise any of your rights, please contact us. We will seek to deal with your request without undue delay, and in any event within one month (subject to any extensions to which we are lawfully entitled).

#### Data Protection Officer

The Housing Agency has duly appointed Trilateral Research Limited as the Data Protection Officer (DPO). Should you need to contact the Housing Agency DPO directly, you can do so either by email or phone. **Email:** [dpo@housingagency.ie](mailto:dpo@housingagency.ie) **Tel:** +353 01 657 1978

This notice is kept under regular review and is therefore subject to change.  
Last Updated: 16/05/2023.