

## **Privacy Notice for Public Sector Landlord Services**

### **Why we are collecting your personal data?**

Rother District Council is a data controller for the purposes of the Data Protection Act 1998 and, from the 25 May 2018, the General Data Protection Regulation 2016. We collect, hold and use your personal data in order to provide the supported housing services you have requested from us. The information will be used to assess any support requirements you may need for re-housing or for delivering our sheltered housing needs service to you. We will only collect the personal data from you that we need in order to do this.

### **What is the legal basis for processing your personal data?**

We process your personal data as a task carried out in the public interest, for the performance of a contract with you or where it is necessary in order to protect your vital interests.

### **Who will your personal data be shared with?**

We share your personal data internally for our own data matching exercise, using names, addresses and dates of birth. This helps us to ensure the personal data we hold is accurate and up to date and identify customers by a single customer record.

Rother District Council may need to pass the personal information that we collect from you on to other agencies (e.g., Adult Social Care, NHS, your GP, CMHT, Care Agencies, Fire Service). We will not share this information unless it will contribute to us being able to meet your support and accommodation needs or unless we feel there is a threat to your own safety or the safety of others. We may also need to contact these agencies to understand and assess your needs more clearly.

Where we need to disclose sensitive information, such as medical details, to a third party, we will only do so once we have obtained your explicit consent, or where we are legally required to do so. We may also disclose this information when necessary to prevent risk of harm to an individual.

We may also use and check your personal data for the investigation and prevention of fraud, anti-social behaviour and criminal activity. This may include sharing your information with police services, credit reference agencies, governmental organisations (e.g., Department for Work and Pensions and HM Revenue and Customs) and other local authorities. We also take part in the National Fraud Initiative's anti-fraud data matching exercise for these purposes.

Your information may be anonymised into statistical or aggregated data in such a way as to ensure that you are not identified or identified from it. This information might be used to conduct research and analysis, including to prepare statistical research and reports.

### **We will not**

- Use your personal data for marketing or sales purposes without your prior explicit consent.
- Store or send your personal data to a country outside the European Economic Area (EEA).
- Make decisions about you based on automated processing of your personal data.

### **How long will we hold your personal data for?**

We will keep your personal data and records for the duration of your tenancy with us and for a period of six years after its termination.

### **Your rights**

The General Data Protection Regulation gives you a number of rights in relation to your personal data:

- Right to access a copy of your personal data.
- Right to have your personal data corrected.
- Right to have your personal data deleted (“right to be forgotten”).
- Right to restrict how we use your personal data.
- Right to ask us to transfer your personal data to another service provider.

You can get more information about these rights in the Council’s Privacy Policy.

If you wish to exercise any of these rights please contact our Information Governance team on [informationgovernance@rother.gov.uk](mailto:informationgovernance@rother.gov.uk) in writing or by completing our online form.

If you are dissatisfied with how we have used your personal data you have a right to complain to the Information Commissioner's Office at [casework@ico.org.uk](mailto:casework@ico.org.uk).

### **Identity of Data Protection Officer**

If you have any questions or concerns about how your personal data is handled, you can contact our Data Protection Officer (DPO), Graham McCallum, at [dataprotection@rother.gov.uk](mailto:dataprotection@rother.gov.uk).