

Privacy Notice for Housing Renewals and Applications

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The reason we use your data

We use your data to:

- make decisions relating to the provision of grant and loan assistance and to provide housing renewal services to the residents, landlords and tenants of the district.
- Process Applications
- enable us to carry out our statutory duties eg
 - processing Disabled Facilities Grant applications
 - protecting public funds
 - recovering debt
 - preventing or detecting crime/fraud
 - law enforcement, criminal prosecutions and court proceedings
 - regulation and licensing
- produce statistics and reports to research and plan new services; statistics are used in such a way that individuals or families cannot be identified from them
- monitor, evaluate and review the quality of our services
- comply with government department research and statistical returns
- account for our decisions and investigate complaints
- inform targeted support and homelessness services to adults, young people and families who are most in need and at risk of harm or abuse
- to assess any support requirements you may need for re-housing or for delivering our sheltered housing needs service to you.

What Information we collect

We collect a range of information including some or all of the following:

- names, dates of birth, photographic ID, telephone numbers, email addresses
- you and your family's legal status
- proof of identity and national identifiers
- who else lives with you along with their details (e.g. partner, children and other adults).

- details about your lifestyle, social and personal circumstances (including your household details)
- characteristics such as ethnicity
- information about your previous housing circumstances to assess housing applications
- details about your employment status
- your financial records (e.g. allowances and benefits, savings and investments, income and capital)
- your contact details so we can communicate with you, and keep you informed about other services we offer which may be useful to you
- tenancy or contract information (if you are a leaseholder)
- details of your landlord and the amount of rent paid and any other information required to process an application under our service
- health information to take into account any reasonable requirements to ensure our services are accessible and appropriately targeted
- any reports of anti-social behaviour; complaints; change in circumstances
- safeguarding information such as Court Orders and professional involvement
- recordings of your telephone calls to us, as calls to our contact centre are recorded for training and monitoring purposes so we can ensure we are delivering a good service. These are held in line with our corporate retention policy before being erased.
- your image on our CCTV systems if you visit an estate, office or community facility which is covered by this facility. Any footage is held in line with our corporate retention policy before being erased. This data may be shared with the Police in relation to the prevention or detection of crime or fraud.
- Credit Rating Agency reports
- we also collect information when you voluntarily complete customer surveys and provide feedback, including complaints

Generally, the information we hold about you will have been provided by you via our application or enquiry forms or when we communicate with you. We may also hold information provided by third parties where this is relevant to your housing circumstances (e.g. from social workers and health professionals, doctors and occupational therapists).

Purpose

We are responsible for providing a range of services designed to help our residents remain in their own homes and keep their independence including hospital discharge, gardening, reablement and handyman support for tenants and homeowners. We also work to tackle the problem of empty homes and this wasted resource. We provide home investment loans and disabled facilities grants to assist with housing repairs and adaptations for persons with disabilities.

Who we can share your data with

We may share information about you to third parties where permitted or required by law to do so for all lawful purposes as specified in this notice:

- other Rother District Council teams so they can carry out their statutory roles and support our service (e.g. Complaints, Business Intelligence, Corporate Finance, Legal Services, IT Services, Freedom of Information Teams)
- third party / service delivery partners who deliver these services on our behalf
- East Sussex Multi-Agency Safeguarding Hub (MASH)
- East Sussex multi-agency risk assessment conference (MARAC) that carries out safety planning for high-risk victims of domestic abuse. It brings together the police, independent domestic violence advisers, children's social services, health, social landlords and other relevant agencies.
- emergency services (e.g treatment centres, hospitals in their function of providing in patient care)
- government departments e.g. Department for Work and Pensions, HM Revenue and Customs, Home Office
- other local housing authorities
- banks or organisations that lend money
- social housing providers
- private rental landlords and/or housing companies
- estate agents and/or property management companies
- credit reference agencies
- police and fraud prevention agencies
- HM Courts and Tribunals System
- solicitors and other advocates
- your lawyer or representative (if you have instructed one)

Staff in each area will only access the personal information that is essential to carry out their work and statutory functions but may share data between the respective teams where this is necessary to provide you with services

All organisations we pass your information to will have an information-sharing agreement with us to ensure they meet the standards of the GDPR and the Data Protection Act 2018, and will be covered by a legal basis allowing them to collect, use and share your personal information.

When computers make any decisions about you

Not applicable

How long we keep your data for

We keep records in line with the Council Retention Schedule. Personal data will not be retained for longer than necessary in relation to the purposes for which they were collected. There is usually a legal reason for keeping your personal information for a set period of time – this ranges from months for some records to decades for more sensitive records.

For example, if you live in one of our properties, or have become a leaseholder or freeholder, we will hold information about you for the duration of your tenancy. If you move and are no longer a resident within the borough, we will usually keep records about you for up to 6 years. Digital records will remain on digital files as property history for the duration that we maintain an interest in a property.

Requesting access to your personal data

Under data protection legislation, you have the right to request access to the information that we hold about you. To make a request for your personal information please contact the Council's Data Protection Officer at dataprotection@rother.gov.uk.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have personal data rectified, blocked, erased or destroyed
- claim compensation for damages caused by a breach of the data protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us