

# Privacy Notice for Housing

Updated: XXXXXX

Reviewed: XXXXX

## **The reason we use your data**

We process your personal information in order to execute our public duty under:

- The Housing (Homeless Persons) Act 1977
- The Homelessness Reduction Act 2017
- The Housing Act 1996
- The Homelessness act 2002

## **What Information we collect**

We collect a range of information, some of the information we need from you is essential as we can't consider your application without it. Other information is optional. However, if you choose not to tell us something we may not make the right assessment. This means we may not be able to give you the help you need or find you a suitable home and may include 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 use your data to:

- to identify you
- to understand your needs
- to work out how much rent you can afford, whether you have enough money for a deposit and whether you can afford any moving costs
- your support requirements, so we can assess your needs
- to see if you have a connection to the area
- to understand how you have come to your current situation, whether there are any issues with rent arrears or if there has been any unacceptable behaviour in your previous addresses
- to assess your needs and to make sure we protect other people around you if needed
- to help us understand what support you have from family or friends in Rother or elsewhere
- to assess your needs and check any home we offer is safe for you and your family
- to understand ethnicity information, for statistical purposes

- to sexual orientation information, for statistical purposes
- other relevant information, to assess your needs
- to identify a preferred contact so we can contact you, if we have any questions

### **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](mailto: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