

North West Leicestershire District Council
Housing Management
Privacy Notice

This notice explains the information that we collect from you, what we do with it, and who it might be shared with.

Where we refer to “the Council”, “we” or “us” we mean North West Leicestershire District Council – the Data Controller

Where we refer to “you” or “your” we mean you as the individual(s) providing us with your data – the Data Subject.

What is personal information?

Personal information can be anything that identifies and relates to a living person. It can include details such as names, addresses and date of birth amongst other things.

What lawful basis do we have to collect your data?

Under Article 6(1)(e) of the GDPR, we are permitted to use data for our tasks.

What information do we collect from you?

We may request any of the following information for you or your household members: name, proof of identity (including photographs), address, past address history, date of birth, National Insurance number, telephone number, email address, employment details, financial information including bank information, debts and benefit information, medical conditions, ethnicity, and gender. We may also need to collect additional information from you depending on your circumstances. If this is the case we will explain what information we need from you and why.

Why do we collect this information?

We collect this data in order to be able to advise you correctly regarding the property you occupy either as the tenant, household member or visitor. This can include advice in relation to the rent account, tenancy conditions, your rights as a tenant or household member or to support you to access other services or income such as the Department for Works and Pensions for benefits. Medical conditions data is collected to help us assess applications from individuals who may have a particular disability and help us adapt a particular property to adapt to their needs. Ethnicity and gender information is required for the CORE database as this helps central government in developing national policy.

Who might we share this information with?

The Council will not share any of the information that it holds about you with any third party, unless you have given your written consent, or if otherwise this is permitted by law.

If you make payment by debit or credit card, the information will be processed by banking services providers in accordance with the Payment Card Industry’s Data Security Standards.

When you become a tenant, you will be asked for your permission to share information with other organisations who may be able to help you or provide further information to sustain your tenancy. We will only ever share the information that is necessary and any information that we receive in return from third parties will be treated confidentially.

If you are a resident of the district received Personal Budgeting Support you will be asked for your permission to share information with other organisations who may be able to help you or provide further information to help you manage your finances or access benefits. We will only ever share the information that is necessary and any information that we receive in return from third parties will be treated confidentially.

Your information may be shared in order to refer you for support from another organisation. For example money advice from the Citizen's Advice Bureau, drug and alcohol support services, or family support services. You will be asked for your permission to make these referrals.

Your information may be shared in order to access information held about you by other organisations where that information is necessary in order to assess your circumstances. This might apply to information held by Social Services, medical professionals, landlords, Housing Associations, the Probation Service, The Council's Benefits Team, Housing Services, Legal Services and Environmental Health Team and others as appropriate.

Your information will be shared with approved third party contractors to carry out some of our repairs. Information is also shared with an out of hours repair service.

Your information will be shared with approved third party contractors to undertake valuations of your home for Right to Buy purposes.

Where will my information be sent?

As required by law, all information will be kept within the European Economic Area.

What do we do with your information?

The information that you have provided will be held by the Council and will only be accessed by authorised Council employees.

Will your details be used for Council Marketing or Promotions?

We may separately ask you for your permission to provide you with information about other Council services and, if you agree, how you would like to receive that information. You do not have to give your permission to receive these details, and it is not a condition of your tenancy that you agree.

What about automated decision making?

As part of your rent account monitoring automated decision may be made. This is done by the system identifying your outstanding balance has increased and reminder letters being generated and posted to you.

How long do we keep hold of your information?

The Council will keep hold of your information for as long as you hold a tenancy with us. If your tenancy is terminated and in arrears, we will continue to use your information to remind you to pay these arrears and manage your account with us. We will retain historical data so that if you seek a new tenancy from us, we have information to support our approvals process.

Can I withdraw my consent/ask for my data to be removed?

You can ask at any time for your data to be removed by writing to the Data Protection Officer at the address below. Your data can also be 'anonymised'. This means that your data will be turned into a form which does not identify you as an individual. It may not always be possible to remove or anonymise data (for example a current tenant's data), but we will let you know should you request either of these.

How can I access the information you hold about me?

By making a Subject Access Request and going onto the Council's website at https://www.nwleics.gov.uk/pages/how_to_make_a_subject_access_request or writing to the Data Protection Officer, NWLDC PO Box 11051 Coalville, Leicestershire LE67 0FW. A fee of £10 is payable if a request is made before 25 May 2018.

How can I contact the Data Protection Officer?

Email: dpo@nwleicestershire.gov.uk

Telephone: 01530 454763

In writing: Data Protection Officer, NWLDC, PO Box 11051, Coalville, Leicestershire LE67 0FW

If I am unhappy with how my data is being handled what can I do?

The first thing to do is to contact the Data Protection Officer on the details above to see if they can help to resolve your problem.

You also have the right to lodge a complaint with a supervisory authority. More information on this can be found on the Information Commissioner's Office Website (<https://ico.org.uk>).