

North West Leicestershire District Council
[Housing Repairs]
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?

When you fill out information given to the Council, we will collect, or may collect where it is relevant to your circumstances

- Names of adults on a Tenancy Agreement
- Address
- Telephone number
- Email address

Why do we collect this information?

We collect this data in order to be able to contact any repair tradesperson to confirm the correct details and arrange a suitable time to carry out the repair to a property.

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.

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

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 Housing Repairs that you agree.

What about automated decision making?

No automated decision making is made.

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>).