**North West Leicestershire District Council**

**[INCOME & SYSTEMS TEAM]**

**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 your 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 your name, address, DOB, email address, telephone number, bank account number, and bank sort code.

For the purposes of the STAR Survey a biennial survey of tenants we will ask you to respond to questions regarding your satisfaction of the services we offer.

**Why do we collect this information?**

We obtain this data in order to be able to collect your rent if you’ve indicated that you will be paying by direct debit and to provide receipts for payments made as and when requested. This is also to enable us to perform our contract with you.

We take the collection, use and deletion of your personal information very seriously. The information you provide will be stored and shared in accordance with our privacy notice. Your data will only be used to produce an analysis of tenants views for the purpose of monitoring and improving the Council’s Housing Services.

**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.

The Council has a formal contract with its data processor which helps the Council provide direct debit collection and standing order collection services.

Where we deem it appropriate, we may also check and share your details with fraud prevention agencies who will record details of any false or inaccurate information provided by you or where we suspect fraud. Records held by fraud prevention agencies will also be used by other organisations to help them prevent fraud against you and other organisations who make decisions on motor, household, credit, life and other insurance proposals and insurance claims for you and members of your household and to help prevent money laundering where applicable. Those fraud prevention agencies may disclose information to law enforcement agencies where requested and necessary for the investigation of crime.

**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 yo****ur 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, if you agree, and 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 to this.

**What about automated decision making?**

As part of your tenancy no automated decisions will be made, every decision will be taken by a fully trained officer.

**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 in arrears on rent or rechargeable repairs we will continue to use your information to remind you to pay these arrears and manage your account with us. Only when your account is at balance zero will we delete your data.

**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, North West Leicestershire District Council, Council Offices, Whitwick Road, Coalville, Leicestershire, LE67 3FJ.

**How can I contact the Data Protection Officer?**

Email: dpo@nwleicestershire.gov.uk

Telephone: 01530 454763

In writing: Data Protection Officer, North West Leicestershire District Council, Council Offices, Whitwick Road, Coalville, Leicestershire, LE67 3FJ.

**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).