

## **Housing Service Privacy Notice**

This notice tells you how the Council uses your personal information to process your application to join the housing register, provide you with a housing advice service, or to provide you with services in relation to our statutory housing and homelessness functions and duties.

### **What information will we collect?**

We may collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details, housing history)
- Your housing situation
- Your immigration status
- Your National Insurance Number
- Your employment details
- Your welfare benefits
- Your financial details
- Your Power of Attorney details
- Your medical information
- Your support needs
- Your offending history
- Any other information we deem necessary to determine your eligibility for social housing and your preference on the housing register
- Any other information we deem necessary to determine if you are owed a duty under homelessness legislation and meet any duties owed
- Any of the details above as they relate to members of your household

We may also collect Special Category personal data, such as:

- Ethnicity
- Sexuality
- Medical and welfare issues
- Drug/Alcohol misuse
- Criminal offence history

### **How we get your personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Applications to the Housing Register
- Applications for homelessness assistance
- Inquiries as to whether any duty is owed under homelessness legislation (Part 7 Housing Act 1996)
- Complaints
- Providing housing advice and information
- General correspondence between you and us on matters related to our housing and homelessness services
- Statistical analysis

We also receive personal information indirectly, from the following sources:

- Your family members
- Landlords in the private and social sectors
- Health care professionals (e.g. GP, Mental Health Team)
- Social Care
- Police
- Probation Service
- Prisons
- Internal council departments
- Lettings Agents
- Mortgage companies
- Friends/relatives
- Employers
- Support agencies
- Courts
- Other Local Authorities
- Any other persons of agencies we deem necessary in order to carry out our statutory functions and duties

## **Who we share personal data with?**

In order to carry out our housing and homelessness functions and duties it may be necessary to share your personal information.

Relevant personal information may be shared with:

- Social care
- Health care professionals (e.g. GP, Mental Health Team)
- Police
- Probation Service
- Education services
- Department of work and pensions

- Support agencies
- Other Local Authorities
- Landlords in the private and social sectors
- Supported Accommodation Providers
- Internal council departments
- Any other persons or agencies we deem necessary in order to carry out our statutory functions and duties

The council is required to share information with the Ministry for Housing, Communities and Local Government (MHCLG) for the purpose of evaluating and researching homelessness nationally. You can read the [MHCLG Privacy Notice](#) for more information.

## **The legal basis for processing data**

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- Article 6, 1 (a) – you have given consent to the processing of your personal data for this purpose. You may remove consent at any time by contacting [housingoptions@eastherts.gov.uk](mailto:housingoptions@eastherts.gov.uk).
- Article 6, 1 (c) – processing is necessary for compliance with a legal obligation to which the Council is subject, namely:
  - Housing Act 1996
  - Homelessness Act 2002
  - Localism Act 2011
  - Homelessness Reduction Act 2017
- Article 6, 1 (e) - Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council.

Some of the information that is collected and shared is classified as Special Category personal data. This information is processed for reasons of social security and public protection laws that apply to us (see above) where this helps to meet our broader social obligations such as where it is necessary for us to fulfil our legal obligations and regulatory requirements.

## **International data transfers**

The council does not share your information with countries outside of the UK without ensuring that sufficient safeguards are in place that are equivalent to the UK Data Protection legislation or the UK GDPR. For this purpose, we do not share your data internationally.

## **Automated decision making**

There are restrictions on automated decisions based solely on automated means without any human involvement, including restrictions on profiling. It is not anticipated that your data will be subject to automated decision making or profiling for this purpose, however, if you have any queries about this, please contact the council's Data Protection Officer using 'Our contact details' below.

## **How we store your personal information**

Please see the [Corporate Privacy Notice](#).

## **How long we keep your information**

Please see the [Retention Schedule](#).

## **Your data protection rights**

Please see the [Corporate Privacy Notice](#).

## **Our contact details**

Please see the [Corporate Privacy Notice](#).

## **How to complain**

Please see the [Corporate Privacy Notice](#).