

PN111- HOMESEEKER PRIVACY NOTICE

The wording in this document reflects the requirements of the General Data Protection Regulation (GDPR) effective from the 25th May 2018.

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| TCBC Service Area: | Social Care & Housing |
| Work area: | Housing Department |
| Contact Details: | homeseeker@torfaen.gov.uk |
| Privacy Notice Name: | Homeseeker |

Data controller:

Torfaen County Borough Council
C/o Civic Centre
Pontypool
NP4 6YB

In partnership with; Bron Afon Community Housing, Melin Homes, Pobl, Hafod Housing Association, Linc Cymru Housing Association, United Welsh

Data Protection & Information Governance Officer:

Susan Bullock
01633 647467
Email: dpa@torfaen.gov.uk

1) Have we sourced your personal data, directly from you?

The Torfaen Homeseeker team hold information in relation to you and your family in order to process applications for social housing.

The information that we hold is provided by you when you enter your details onto the Homeseeker website and complete the online application forms. We may also make further enquiries regarding your application where required to obtain further information such as from other Local Authorities, Housing Associations etc.

2) What information do we collect about you?

We collect personal information such as:

- Name
- Address
- Date of birth
- Gender
- Disability status
- Telephone number
- Email Address
- Current Housing Circumstances
- Household Details
- Work / Employment Status
- Benefits
- UK Residency status
- National Insurance Number
- Financial Details
- Additional Support Needs
- Criminal convictions/offending

3) We may collect this information in a variety of ways:

Torfaen Homeseeker collects your information in a number of ways, such as via online applications forms, information taken over the telephone and information shared with us by other agencies as outlined above.

We will store your data:

Data will be stored on a secure network and in secure paper filing systems. Access to this data is restricted in accordance with the Council's internal policies and in compliance with GDPR.

4) Why do we process your personal data?

Under Article 6(1)(e) of the GDPR we can process this data because it is 'necessary to fulfil the tasks in the public interest or exercise of authority vested in the Council.'

The Homeseeker Partnership was formed to provide a single point of access when applying for Social Housing in Torfaen, meaning that you do not need to make applications to each individual Housing Association. Your information is processed by the Homeseeker Partnership in accordance with General Data Protection Regulations.

5) Do we collect Special categories of personal data:

Yes

We can collect this type of information because the processing is 'necessary for reasons of substantial public interest' in accordance with Article 9(2)(g) of the GDPR and meets a Condition as set out in Schedule 1, Part 2(19) of the Data Protection Act 2018. This information may include:

- Race (optional for equality monitoring purposes)
- Ethnic origin (optional for equality monitoring purposes)

- Religion (optional for equality monitoring purposes)
- Health (where relevant to your application for housing)
- Sexual Orientation (optional for equality monitoring purposes)
- Criminal record (as outlined below)

Where Criminal data is collected this meets a Condition as set out in Schedule 1, Part 2 (18) of the Data Protection Act 2018.

This information is required by Torfaen Homeseeker in order to properly assess the needs of applicants along with considering the needs of communities and vulnerable people.

6) Who has access to your data?

Your data is accessible to Torfaen County Borough Council and all of the Homeseeker Partners (listed above). Access to the system where your data is held is only granted to relevant staff within these organisations. To enable Torfaen Homeseeker to process your request and comply with our legal obligations, we may share your information with partner organisations, including:

- Other departments within the Council
- Other Local Authorities
- Registered Social Landlords
- Police / Probation
- Welsh Government
- Auditors
- External regulators

We will only share your information with another department or agency where relevant to making further enquiries to support your housing application or to meet a legal obligation.

Is the Data transferred out of the EEA?

No

7) How does the Council protect data?

The Council has internal policies in place to ensure the data it processes is not lost, accidentally destroyed, misused or disclosed. Furthermore data is not accessed by employees except in the performance of their duties. We store some information within a secure IT database which has ISO 27001 certification

Where the Council engages third parties to process personal data on its behalf, they do so on the basis of written instructions. These third parties are

also under a duty of confidentiality and are obliged to implement appropriate measures to ensure the security of data.

8) How long does the Council keep your data?

The Council will hold your personal data only for the period that is necessary and will follow organisational and Local Authority standards in this area.

We will keep your information in line with our Local Authority retention schedules.

The agreed retention period for Housing records is 7 years.

9) Are we making automated decisions/profiling with your data?

No

Your rights

You have a number of rights you can exercise:

- access and obtain a copy of your data on request
- require the Council to change incorrect or incomplete data
- under certain circumstances you can require the Council to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing
- to know the period of time that the data will be stored for
- the right to data portability
- the right to withdraw your consent at any time
- the right to lodge a complaint with a supervisory authority (Information Commissioners Office)
- the consequences of failing to provide data to the Council
- the existence of any automated decision-making, including profiling and the consequences of this for you.

If you would like to exercise any of these rights, please contact Torfaen Homeseeker, homeseeker@torfaen.gov.uk