

PN030 – HOUSING PRIVACY NOTICE

Torfaen County Borough Council is committed to protecting your privacy when you use our services. This Privacy Notice is designed to give you information about the data we hold about you, how we use it, your rights in relation to it and the safeguards in place to protect it.

TCBC Service Area:	Adults & Communities
Work area:	Housing & Prevention
Contact Details:	01495 766174
Privacy Notice Name:	Housing Privacy Notice

Data Controller:

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

If you wish to raise a concern about the handling of your personal data, please contact the **Data Protection Officer** using the details below:

Tel: 01495 762200

Email: dpa@torfaen.gov.uk

The Housing Department at Torfaen County Borough Council provides a range of services including housing advice, assistance and support. There are some circumstances where we are required by laws to process your information, such as when you apply to join the housing waiting list or present to the Council as homeless. We also provide services where your information is processed upon your request.

1) Who provides your data to the Council?

Some of the personal information we process is provided to us directly by you e.g. by completing an application form for housing or presenting to the Council as homeless.

We also process personal information provided to us directly by you when you complete a survey providing feedback about our services. Whilst we do not ask you to provide personal information in order to keep surveys anonymous, you may indirectly identify yourself by providing information in responses with free text boxes. Service users will be provided with an opportunity to be entered into a prize draw when they complete surveys with an email address.

AND

We receive some information indirectly from others who know you, e.g. other Local Authority departments, Housing Associations and support providers.

2) How does the Council collect this information:

The Council collects your information in a number of ways:

- via online and paper based applications forms
- over the telephone
- shared with us by other agencies
- via feedback surveys (online and paper copies)

3) What information does the Council 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/offences

4) Why does the Council process your personal data?

Under Article 6 of the UK General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is:

(e) We need it to perform a public task.

5) **Special categories of personal data:**

We may collect the following special category data:

- revealing racial or ethnic origin
- personal data revealing religious or philosophical beliefs
- data concerning health
- data concerning a person's sexual orientation

We collect this under Article 9 of the UK GDPR.

Where we collect criminal data, this is processed as per Article 10 of the UK GDPR.

6) **Who has access to your data?**

Your data is shared internally only with the appropriate staff where it is necessary for the performance of their roles.

We will only share your information with another department or agency where relevant to making further enquiries to support you with your housing issue or to meet a legal obligation. Your information may be shared with;

- Department for Work and Pensions and other Government departments
- Other Local Authorities
- Registered Social Landlords
- Police / Probation
- Social Care Providers
- Welsh Government
- Auditors
- External regulators

Apart from where previously stated, we do not pass your details to third parties unless we are lawfully required do so.

Is the Data transferred out of the UK?

No

7) How does the Council keep your data secure?

The Council has internal policies in place to ensure the data it processes is not lost, accidentally destroyed, misused or disclosed. Access to this data is restricted in accordance with the Council's internal policies and in compliance with the UK GDPR.

Data will be stored securely in:

- a secure IT database used for delivering most of our housing services which has ISO 27001 certification.
- the Council's secure network server
- paper applications/notes (which are converted to electronic format and immediately securely destroyed)
- any remaining paper records/documents are stored securely in lockable filing cabinets

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. At the end of the retention period the Council will securely destroy or dispose of the data in line with retention schedules.

- The agreed retention period for Housing records is 7 years except for:
 - Housing Renewal Grants which are for 6 years or 12 years (depending on value)

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

No

Your rights

You have a number of Rights you can exercise:

- Access - to obtain a copy of your data on request

- Rectification – to require the Council to change incorrect or incomplete data
- Object, Restrict or Delete - 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
- Data portability – to receive and/or transmit data provided to the Council to other organisations (this applies in limited circumstances)
- Withdraw your consent at any time (where consent has been given)
- To know the consequences of failing to provide data to the Council
- To know the existence of any Automated Decision-making, including profiling, and the consequences of this for you.
- To lodge a complaint with a supervisory authority (Information Commissioners Office)

If you would like to exercise any of these rights, please contact Simon Rose, simon.rose@torfaen.gov.uk or by post at Civic Centre, Pontypool, NP4 6YB.

The Information Commissioner can be contacted at: The Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone 0330 414 6421 or e-mail <mailto:Wales@ico.org.uk>.