

HOUSING PRIVACY NOTICE

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

TCBC Service Area:	Social Care and Housing
Work area:	Housing
Contact Details:	01495 766174
Privacy Notice Name:	Housing Privacy Notice

Data controller:

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

Data Protection & Information Governance Officer:

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

Your Information

Torfaen Housing Service hold information in relation to you and your family in order to process requests for housing advice, assistance and support. Some of that information you have told us and some information we have been told by others who know you, for example other Local Authority departments and Housing Associations. The Council puts measures in place to protect the privacy of individuals throughout this process.

Who is responsible for your information?

All personal information is held and processed by Torfaen County Borough Council in accordance with Data Protection legislation. For information on the role of the Data Controller, Data Protection Officer and Contact Details for the Council, please refer to the 'Data Protection' page of the Council's website:

<https://www.torfaen.gov.uk/en/AboutTheCouncil/DataProtectionFreedomofInformation/Data-Protection-and-Freedom-of-Information.aspx>

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

The Council may collect this information in a variety of ways:

The Council 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.

We will store your data:

Information is stored on secure computer systems and / or secure paper filing systems.

Why does the Council process your personal data?

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 with your consent.

Special categories of personal data:

We also collect data that is categorised as special information such as

- Race
- Ethnic origin
- Religion
- Health
- Sexual Orientation
- Criminal record

Why do we need your information?

This information is required by the Council in order to deliver the services you are requesting and to carry out its statutory functions.

How will my information be used?

- To assess and plan for you and your family's needs
- To ensure you and your family are kept safe
- To share with others working with you and your family
- Some of the information held about you will be shared with Welsh Government.
- To improve and plan our services

Is your information secure?

We store some information within a secure IT database which is provided by Civica, which has ISO 27001 certification.

Other data is stored on the Council's secure server and/ or secure paper filing systems

How long will you keep the 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 generally 7 years, except for;

- Housing Renewal Grants 6 years or 12 years (depending on value)

Who has access to your data?

To enable the Council to process your request and comply with our legal obligations, we will share your information with partner organisations, including:

- Other departments within the Council
- 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

Is the Data transferred out of the EEA?

No

Further Information

If you would like to discuss any of the above contact you can email us at DPA@torfaen.gov.uk

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.

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.

No automated decisions/profiling is carried out with your data.

What are my rights relating to the use of my data?

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 if you fail to provide data to the Council
- the existence of and automated decision-making, including profiling and the consequences of this for you.

If you would like to exercise any of these rights, please contact Amy Williams, amy.williams@torfaen.gov.uk

DOCUMENT CONTROL

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Document Owner:	Senior Information Risk Owner (SIRO)		
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REVISION HISTORY

Issue Date	Version / Status	Reason for Change	Changed By:
April 2018	1.0 Live	Form created to achieve GDPR Compliance	Sue Bullock