

## Privacy Notice – Housing Solutions



### Why we are collecting your data

Lewes District Council and Eastbourne Borough Council are data controllers and collect your personal data in order to provide the housing and support services you have requested from us.

We will only collect the personal data from you to deliver the following:

- Assess housing and re-housing needs
- Delivering our housing and support services in the community
- Meeting our regulator requirement by consulting with you on any major changes to our service.
- Managing your tenancy/lease
- Monitoring services to ensure they are delivered in a fair and equitable way
- Monitoring services to support future service development and delivery
- Monitoring services to provide statistical data for governance and compliance purposes.

### What is the legal basis for processing this data?

We do this either as a task carried out in the public interest, for the performance of a contract with you or to protect your vital interests in line with relevant legislation.

### Who will your information be shared with?

Homes First may need to pass the personal information that we collect from you on to other agencies and partners e.g. Social Services, NHS, Police, Approved Contractors. This will not be done unless it will contribute to us being able to meet your accommodation and support needs, or unless we feel there is a threat to your own safety or the safety of others.

We may also need to contact these agencies to check information provided by you, or information about you provided by a third party with other information we hold. We may also get information from third parties, or give information to them to check the accuracy of information, to prevent or detect crime, or to protect public funds, if the law allows it. These third parties include the NHS, local authorities and government departments such as; the Department for Work and Pensions (DWP) and His Majesty's Revenue and Customs (HMRC).

Where we need to disclose sensitive information such as medical details to a third party, we will only do so once we have obtained your explicit consent, or where we are legally required to. We may disclose information when necessary to prevent risk of harm to an individual.

Homes First will also share your information with The Ministry of Housing, Communities and Local Government (MHCLG) for the purposes of research, this will not affect the services or benefits that you receive now or in the future or used to identify fraud. Your information that is provided will only be used for research and will be anonymised so the researchers will not know whose data they have.

The councils are required by law to protect the public funds they administer. We may use any of the information you provided for the prevention and detection of fraud. We may also share information with other bodies that are responsible for auditing or administering public funds, including the Cabinet Office to assist in the prevention and detection of fraud.

As a council we work with a research and consultancy service company to gather feedback on:

- what our customers think more generally about our housing services,
- Complaints feedback

We use this feedback to improve services and some information e.g. the percentage of our customers satisfied with our overall housing service we are required to provide to the Regulator of Social Housing.

You may be asked to take part in surveys If you do not wish for your personal data to be shared with the research and consultancy company we use, you can contact us as below and we will ensure your personal data is not shared with them.

### **Providing accurate information**

It is important that we hold accurate and up to date information about you in order to assess your needs and deliver appropriate services. If any of your details change please tell us as soon as possible so that we can update your records.

### **We will not**

- Use your information for marketing or sales purposes without your prior explicit consent.
- Send or store your data abroad.
- Make decisions about you based on automated processing.

### **How long will we hold your data for?**

We will keep your data as long as you are a tenant or leaseholder with us plus six years.

### **Your rights**

You are entitled to request a copy of any information about you that we hold. Any

such requests must be made in writing.

If the information we hold about you is inaccurate you have a right to have this corrected and you have the right to request completion of incomplete data.

You have the right to request that we stop, or restrict the processing of your personal data, in certain circumstances. Where possible we will seek to comply with your request, but we may be required to hold or process information to comply with a legal requirement.

You have the right to object to the processing of your personal data in certain circumstances. We may still be required to hold or process information if there are legitimate grounds for doing so.

If you are dissatisfied with how the councils have used your personal information you have a right to complain to the Information Commissioner's Office at [casework@ico.org.uk](mailto:casework@ico.org.uk)

## **Contact details of the Data Protection Officer**

Data Protection Officer

Lewes District Council and Eastbourne Borough Council  
Eastbourne Town Hall, Grove Road, Eastbourne, BN21 4UG

Email: [accesstoinformation@lewes-eastbourne.gov.uk](mailto:accesstoinformation@lewes-eastbourne.gov.uk)

Tel: 01323 410000