

Tenancy Privacy Notice

This Privacy notice explains how Newark and Sherwood District Council processes personal data in relation to delivering our tenancy services.

Why we need to process your personal data

We need to collect and process your personal data in order to:

- register and manage your tenancy agreement
- allocate and recover rent and service charge payments
- carry out repairs or modifications to your council property
- provide tenancy advice
- investigate complaints and respond to breaches of the tenancy agreement (e.g. anti-social behaviour, harassment, untidy gardens and condition of homes)
- provide estate management services
- facilitate resident involvement
- manage right to buy applications

Categories of personal data processed

As a Local Authority, we only process data that is necessary for us to carry out our statutory functions. The type of personal data we process includes information about tenants and occupants:

- Tenancy information
- Contact details (names, address, email and telephone number etc)
- Dates of birth / National insurance number
- Proof of identification
- Proof of immigration status
- Information about your family
- Banking or payment details
- Financial circumstances

We may also process sensitive information such as:

- Criminal convictions and offence data
- Medical conditions and disabilities

The lawful basis for processing personal and sensitive data

The lawful basis for processing your personal data for these purposes are:

Article 6(1)(c) UK GDPR: processing is necessary for compliance with our legal obligations

Article 6(1)(e) UK GDPR: processing is necessary for the performance of a task carried out in the exercise of official authority vested in the controller

The lawful basis for processing sensitive personal data is:

Article 9(2)(b) UK GDPR: Compliance with social protection law obligations

The specific legislation that requires the Council to process your personal data are:

- The Housing Act 1985, 1996 and 2004
- The Prevention of Social Housing Fraud Act 2013
- The Homelessness Act 2002
- The Homelessness Reduction Act 2017
- The Housing and Regeneration Act 2008
- The Care Act 2014
- The Children Act 1989
- Housing and Planning Act 2016
- The Localism Act 2011

How we will process your personal data?

Your personal data will only be held securely on our electronic systems for as long as necessary for the performance of the Tenancy Agreement plus 6 years. We will not transfer your data to countries outside the European Economic Area.

Who will we share your personal data with?

We will share your information with other sections of Newark and Sherwood District Council and the following third parties where necessary:

- Third Party Contractors, to deliver repairs, maintenance and improvement works to your property
- Utility companies (and their representatives) and Council Tax Departments to ensure billing details are correct
- Solicitors, surveyors and valuers relating to a right to buy applications
- Debt collection agencies for pursuing former tenant arrears
- Police and any other partner agencies, for the prevention, detection and prosecution of anti-social behaviour, crime and disorder and tenancy fraud
- Fire Brigade, for the provision of routine safety advice, and in emergencies
- Social services, for safeguarding purposes

Exercising your rights

Under the Data Protection Act 2018 and the UK GDPR you have the following rights:

- The right of access to your own personal data.
- The right to request rectification or deletion of your personal data.
- The right to object to the processing of your personal data.
- The right to request a copy of the information you provide us in machine-readable format.
- The right to withdraw consent to processing that is solely reliant upon consent.

Should you wish to exercise any of your rights, you should contact the Data Protection Officer.

Email: privacy@newark-sherwooddc.gov.uk

Your right to complain

In the event that you wish to complain about the way that your personal data has been handled by Newark and Sherwood District Council, you should write to the Data Protection Officer and clearly outline your case.

If you remain dissatisfied with the way your personal data has been handled, you may refer the matter to the Information Commissioner's Office whose contact details are below:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113 (local rate)

Website: www.ico.org.uk

Email: casework@ico.org.uk