

Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us. We collect personal data to assess your housing needs, deal with your housing enquiry, deliver services and/or for manage quality within the service.

Date of Issue: 14 November 2019

Update History:

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| Version 1 | First issue of a new Privacy Notice |
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Directorate: Housing
Service: Development and Planning
Team: Place

About the Organisation

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council
Market Street
Newbury
Berkshire
RG14 5LD

ICO Registration Number: **Z6825178**
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

The Data Protection Officer

The Data Protection Officer for West Berkshire Council is:

James Gore AMBCS BA

Contact details can be found here: <http://info.westberks.gov.uk/dpofficer>

What data will we collect about you?

- Your name
- Your date of birth
- Your national insurance number
- Your postal address
- Your telephone number
- Your email address
- Your nationality and immigration status
- Your address history
- Details of any medical conditions
- Your financial circumstances
- Details of your housing circumstances

We also collect all of the above data for every member of your household

What will we use your data for?

- Your name, date of birth and national insurance number is used to identify you.
- Your nationality and immigration status is used to determine whether or not you are eligible to access public funds and housing assistance.
- Your contact information is used to send you statutory notifications, decision and other correspondence necessary in dealing with your application for housing assistance.
- Your medical information is used to determine your support needs, whether you are in priority need for housing and what type of property we may need to provide.
- Your financial information and details of your housing circumstances are used to determine the affordability of your current or future accommodation as well as to determine what advice and assistance (if any) we can provide you under our statutory duties.
- Your address history is used to determine what local authority is responsible for providing any duties owed to you for housing.

Who will see your data?

Information held about you will be accessed and processed by West Berkshire Council and would only be passed on to other parties if there is a risk of serious harm, threat of life or a legal duty to do so.

This duty can include the prevention and detection of crime.

We may also share information with other public bodies that are responsible for auditing or administering public funds including but not limited to other local authorities, HM Revenue and Customs and the Police.

Why do we do this?

Data protection legislation means that we need to identify a “lawful basis for processing”. The council processes your data under the following provisions of the General Data Protection Regulations (GDPR):

GDPR Article 6(c) – to meet the obligations placed upon it by various laws (these are explained below)

GDPR Article 6(e) – to perform a task carried out in the public interest as a public authority– this means the council has a responsibility to oversee and manage housing needs in its area, and to make sure that public money is spent appropriately and efficiently in doing so.

GDPR Article 6(f) – in the legitimate interests of the council and its residents (to help make sure our services run effectively and that the service each person receives is fair)

The duties of the Housing Service are varied - running an assessment scheme to determine priorities for housing is required under S184 and S167 of the Housing Act 1996 for instance.

Equally, some of your data is also collected to protect against fraud and to ensure the safety of West Berkshire Council Staff members (required by the Council's duties under Housing Act 1996 and the Data Protection Act 2018).

In addition, we are required to take part in national data matching that is undertaken by the National Fraud Initiative (carried out under powers in Part 2A of the Audit Commission Act 1998).

The processing we undertake does not require the consent of the people involved, but you will still have certain rights when it comes to your data. These are explained further below (see "Your Rights").

How long will your data will be kept?

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule (www.westberks.gov.uk/retention).

How is your data stored and processed?

Your data will be held on the Council's secure computer network and will be protected using up-to-date technical and organisational security measures.

Transfer overseas

Your data will not be stored or sent outside of the UK.

Your rights

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form (www.westberks.gov.uk/dprequest) that also allows you to make a request for us to take action about something.

Complaints

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO).

It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/>), but you can also do so in writing to:

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

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