

Data Protection Privacy Notice

Service: Housing

Team: Landlord Services

Processing activity: Maintaining tenant contact details and preferences and equal opportunity monitoring

The Data Controller

East Devon District Council's Housing Service

Address: Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.

Contactable by emailing estatemangement@eastdevon.gov.uk or by calling 01404 515616.

The Data Protection Officer

Contactable by emailing dataprotection@eastdevon.gov.uk

Obtaining your personal information

Information will have been provided by you, as a tenant of the council or as the resident in a council-owned property. The detail will have been provided to us at start of tenancy or as part of our annual tenant monitoring survey. The data that we hold will include your name, address, contact details and preferences, accessibility needs, relevant health conditions and special category data relating to your racial origin and sexual orientation (if provided).

Use of your personal information

We are using your personal information for the purpose of ensuring that our tenant information is accurate and up to date on the basis of our contractual relationship with you – through your tenancy agreement – and legal obligation and public task through our responsibilities under Housing and Homelessness legislation. We also have a legitimate interest in knowing who is living in our property as part of your wider household in order that we can ensure that your property is adequate for your household's needs and to ensure that the local community will have quiet enjoyment of their homes.

Where special category data is provided in relation to your racial origin and sexual orientation, this will only be used for the purpose of equal opportunity monitoring under Article 9(2)(g) of the UK GDPR

Other special category data relating to relevant health conditions and accessibility issues will be processed with your consent and on the basis of our contractual relationship with you.

Who will receive or see my personal information?

Your personal information will be available to be seen by those within the Housing service, , and within support services (such as the Legal and Finance Teams and third party payment handler) where necessary to carry out the stated purpose. Anonymised data may be used in equal opportunity monitoring.

We may also share information with our corporate safety officer when our staff safety is viewed as being at risk. Information may also be shared with partner agencies during safeguarding investigations and for fraud identification and prevention.

Your personal information will be stored securely and will not be accessible to anyone else, including other services within the Council, unless detailed above.

Retention

All your personal information will be held by us only for as long as is necessary and then in accordance with any legal requirements imposed upon us and the Council's retention schedule. For more information please go to our website to view our [Retention schedule](#)

Transferring personal information outside of the EU

Your personal information will not be transferred outside the EU or to any international organisations by the Council. It should be noted that the Council has no control over those accessing its online public registers nor what someone does with any information they obtain from them.

Your rights

Whatever our use of your personal information you have the right of access to that personal information (this means confirmation that we are using your personal information, access to it as well as other detail) and the right to seek rectification if the information is inaccurate.

Because we are using your information on the basis of contract, legal obligation and public task then you also have the following rights in respect of how we use your personal information;

Contract – you have the right to data portability.

Legal obligation – you have the right to restrict processing.

Public task – you have the right to object and right to restrict processing.

Legitimate interest – you have the right to object and to restrict processing and to request the erasure of your data

Also, if you object to our use of your personal information and there is no overriding legitimate interest for us to continue using it or we have used your personal information unlawfully or it is no longer necessary for us to have the personal information, the right to erasure is also available to you.

Details on each of these rights and to how you exercise can be found on our website in the [Your Rights](#) pages.

Complaints

If you are dissatisfied with the way the Council has used your personal information then you may wish in the first instance to make a complaint to the Data Protection Officer. This can be done by;

Writing to: Data Protection Officer, Information and Complaints, East Devon District Council, Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.

You can also email: dataprotection@eastdevon.gov.uk or call 01395 517417.

Alternatively, or if you remain dissatisfied following your complaint to the Data Protection Officer, you may lodge a complaint with The Information Commissioner. The Information Commissioner is the UK's independent body set up to uphold information rights. The ICO can help and advise you on all matters relating to data protection.

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

Tel: 0303 123 1113

Email: casework@ico.org.uk