

## Data Protection Privacy Notice

Service: Housing  
Team: Property and Asset  
Processing activity: Processing council property adaptation requests

### The Data Controller

East Devon District Council's Revenues and Benefits Service  
Address: Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.  
Contactable by emailing [repairs@eastdevon.gov.uk](mailto:repairs@eastdevon.gov.uk) or by calling 01395 517458.

### The Data Controller's Representative

John Golding: Strategic Lead, Housing, Health and Environment  
Contactable by emailing [jgolding@eastdevon.gov.uk](mailto:jgolding@eastdevon.gov.uk) or by calling 01395 517458.

### The Data Protection Officer

Henry Gordon Lennox  
Contactable by emailing [dataprotection@eastdevon.gov.uk](mailto:dataprotection@eastdevon.gov.uk) or by calling 01395 517401.

### Obtaining your personal information

We are likely to have been provided with the information by you as an applicant for a housing adaptation. With your consent, your information may also be referred to us by Devon County Council's Health and Social Care Team or a processor acting on their behalf.

Where we process special category data relating to your health, in connection with assessing the request for an adaptation, this will only be processed with your consent.

### Use of your personal information

We are using your personal information for the purpose of assessing your request for an adaptation to a council property and on the basis of our contractual relationship – your tenancy agreement - and legal obligation and public task through our responsibilities under the Housing Acts.

### Who will receive or see my personal information?

Your personal information will be available to be seen by those within the relevant service and within support services (such as the Legal and Finance Teams and third party payment handler) where necessary to carry out the purpose and will be provided to the following;

Externally, we will share information about the adaptation requested with contractors working on behalf of the council.

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 – the right to object and right to restrict processing.

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](mailto: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](mailto:casework@ico.org.uk)