

Data Protection Privacy Notice

Service: Housing
Team: Housing Allocations
Processing activity: Processing downsizing applications

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 housingoptions@eastdevon.gov.uk or by calling 01395 571660.

The Data Controller's Representative

John Golding: Strategic Lead, Housing, Health and Environment
Contactable by emailing jgolding@eastdevon.gov.uk or by calling 01395 571660.

The Data Protection Officer

Henry Gordon Lennox
Contactable by emailing 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 downsizing. The information that we are processing will include your name and contact details, date of birth and National Insurance number.

Use of your personal information

We are using your personal information for the purpose of processing an application to downsize and on the basis of your consent.

Who will receive or see my personal information?

Your personal information will be available to be seen by those within the Housing Options service for the purpose of assessing and processing your homelessness application and within support services (such as the Legal and Finance Teams) where necessary to carry out the purpose.

In order to establish that all criteria are met for the application to be processed, we will need to make checks with your current landlord and with our Council Tax and Benefits service but information will only be shared with your consent.

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.

As we are processing your personal data on the basis of your consent, you have the right to withdraw that consent.

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