

Data Protection Privacy Notice

Service: Housing
Team: Landlord Services
Processing activity: Carrying out tenancy satisfaction surveys

The Data Controller

East Devon District Council's Housing Service
Address: Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.
Contactable by calling 01404 515616.

The Data Processor

Acuity - a company partner of the Market Research Society
Contactable by emailing acuity@arap.co.uk

The Data Protection Officer

Contactable by emailing dataprotection@eastdevon.gov.uk

Obtaining your personal information

Contact information will have been provided by you, as a tenant of the council, and as part of your contractual relationship with the council as housing landlord.

Surveys may be sent to you by post, email or conducted over the phone.

We may process special category data relating to your health where this information has been specifically provided by you and it will only be processed with your consent.

Use of your personal information

We are using the information you provide in order to monitor tenant satisfaction and to ensure that we can provide the best possible service to our tenants and that we continuously improve. Satisfaction surveys are voluntary and any follow-up contact is only carried out where you have expressed explicit consent.

Survey analysis is carried out on the basis of our legitimate interest, as a social housing landlord, in ensuring that we identify areas of tenant dissatisfaction and that we use tenant views to drive service improvements. Analysis will be on the basis of anonymised responses unless you have provided us with consent to make further contact with you or to follow-up on any of your responses.

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;

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.

We use a third party data processor to collate and analyse survey responses, the details of this processor are provided above.

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.

Where we are processing your data on the basis of your consent, you have the right to withdraw your consent at any time and to request the erasure of your data.

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.

Where we are processing on the basis of legitimate interest, your right to data portability does not apply.

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