

## Data Protection Privacy Notice

Service: Housing

Team: Landlord services

Processing activity: Nominated contacts for mobile support service users

### The Data Controller

East Devon District Council's Housing Service

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

Contactable by emailing [housingsupport@eastdevon.gov.uk](mailto:housingsupport@eastdevon.gov.uk) or by calling 01395 578237.

### The Data Protection Officer

Contactable by emailing [dataprotection@eastdevon.gov.uk](mailto:dataprotection@eastdevon.gov.uk)

### Obtaining your personal information

We are likely to have been provided with your name and contact details by a user of our mobile support service as a nominated next of kin and/or emergency contact.

### Use of your personal information

We are using your personal information for the purpose of holding your details as a nominated contact 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 relevant service and within support services (such as the Legal and Finance Teams and any third party payment handler) where necessary to carry out the purpose and will be provided to the following;

Information about you, your name, address and contact details may be shared with emergency services, health care providers including doctors, district nurses, NHS, Care Direct and contractors in order for us to take appropriate action in response to calls to our service.

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 your consent then you have the right to withdraw this consent.

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)