

Data Protection Privacy Notice

Service: Housing
Team: Housing Options
Processing activity: Processing homeless 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 Protection Officer

Contactable by emailing dataprotection@eastdevon.gov.uk

Obtaining your personal information

We are likely to have been provided with the information by you as an applicant for Housing. Your information may also be referred to us by a third party such as a GP, support worker, the probation service or landlord. The information provided will include your name and contact details and may include financial and health information.

Where we process special category data relevant to your application, this will be processed with your consent.

Use of your personal information

We are using your personal information for the purpose of processing a homelessness application and on the basis of public task and legal obligation under the Housing Act 2002 and the Homelessness Act 2002.

Where we process special category data relating to your health and wellbeing needs, this will only be processed with 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 third party payment handler) where necessary to carry out the purpose and will be provided to the following;

Information about you, your household, your application, circumstances, financial and medical information may also be shared with other service areas including Revenues and Benefits for the purpose of establishing former residence and debts outstanding; Landlord Services for the purpose of administering a tenancy agreement; and with Income and Payments for the purpose of establishing information about monies owed to the council and payment of debts.

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; for fraud identification and prevention; and in relation to our Prevent duty pursuant to the Counter Terrorism Act and associated legislation

Externally, we may share information about your application, including your name, address, date of birth and a summary of your housing circumstances with other housing providers, healthcare providers and partner or commissioned organisations who may be supporting your application. We may also share data through regular multi-agency meetings with

organisations representing the Ministry of Justice (including the Probation Service) and to enable the delivery of the Community Mental Health framework.

Information about your homelessness application will be shared with the Ministry of Housing, Communities and Local Government for research and statistical purposes.

Your name, date of birth, gender, last known address and NI number (if known) will be shared with the Department of Levelling up, Housing and Communities (DULHC) for research and analysis purposes. Your personal identifiers will need to be shared for validation purposes but researchers will work with anonymised data.

With your consent, we will provide your name, contact details, address and a brief summary of your circumstances to Citizens Advice East Devon in order to facilitate their contact with you.

Your personal information will be stored securely and will be subject to automated data extract for monitoring purposes, carried out by an external data extract service. It 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 legal obligation and public task you also have the right to object and the right to restrict processing and where we are processing special category data with your consent, you have the right to withdraw your 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 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