

## **Data Protection Privacy Notice**

Service: Housing

Team: Landlord Services

Processing activity: Carrying out "Getting to know you" 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](mailto:acuity@arap.co.uk)

### **The Data Protection Officer**

Contactable by emailing [dataprotection@eastdevon.gov.uk](mailto: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 or email and can be completed online or by completing the survey form.

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 explicit consent.

### **Use of your personal information**

We are using the information you provide in the getting to know you survey to capture your experiences, needs, and views, and the information you share will help improve the services you receive. This survey asks about you, your household, your home, your neighbourhood, your wellbeing, and anything that might help us better support you or your household. Every response helps us understand how to provide the right services in the right way. Your response will enable us to ensure that we can provide the best possible service to our tenants and that we continuously improve. The "Getting to know you" survey is voluntary and any follow-up contact is only carried out where you have agreed for this to happen.

We process survey responses under our legitimate interests as a social housing landlord, to understand the diverse needs of our tenants and to inform service improvements. Survey data is analysed in an anonymised form wherever possible. However, if you provide your consent, we may use your information to contact you or to follow up on your responses.

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

Your personal information will only be accessed by authorised personnel within the relevant service area, as well as our contractors and internal support services (such as Legal and Finance), including our third-party payment processor, where this is necessary to deliver the service or fulfil the stated purpose.

We may also share your information with our Corporate Safety Officer where there are concerns regarding the safety of our staff. In addition, information may be shared with partner organisations where required for safeguarding purposes, or for the detection and prevention of fraud.

We use a third-party data processor to collect and analyse survey responses. Details of this processor are provided above.

Your personal information will be stored securely and will not be shared with, or accessible to, other Council services or third parties unless specified in this notice or where required by law.

## **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](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)