

## Data Protection Privacy Notice

Service: Housing

Team: Landlord Services

Processing activity: Tenant participation, awareness and involvement

### The Data Controller

East Devon District Council's Housing Service

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

Contactable by emailing [tenantparticipation@eastdevon.gov.uk](mailto:tenantparticipation@eastdevon.gov.uk) or by calling 01404 515616

### The Data Protection Officer

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

### Obtaining your personal information

We hold your details in our capacity as your housing landlord. These details will have been provided by you when you signed your tenancy agreement with the council. We may also hold information you have provided to us as part of an application to become a tenant representative. This will include your name, address and contact details.

### Use of your personal information

We are using your personal information for the purpose of making contact with you to provide advice and information relating to tenant events and participation opportunities under our regulatory duties under The Social Housing Regulation Bill.

Where you apply to become a tenant representative, this is a voluntary process and information is processed on the basis of your consent

We may process special category data relating to your health or disability and this information will only be processed with your consent or where a condition applies under Article 9 of UKGDPR.

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

Your personal information will be available to be seen by those within the Housing Service and will be shared with our legal service and with Electoral Registration for the purpose of making eligibility checks if you apply to become a tenant representative.

Externally, we may share your name and contact details with external training and event providers acting on behalf of the council and relating to Tenant Participation related events.

If you are approved as a co-opted tenant representative on the Housing Review Board you will be required to complete a register of interests which will be published online

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.

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)