

Data Protection Privacy Notice

Service: Housing
Team: Housing Allocations
Processing activity: Processing Devon Home Choice applications

The Data Controller

East Devon District Council's Housing 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 through the Devon Home Choice system. Your information may also be provided to us by an applicant if you are named as a member of their household.

Where we process special category data relating to your health, in connection with assessing eligibility for support, this will only be processed with your consent.

Use of your personal information

We are using your personal information for the purpose of processing your application for housing under the Devon Home Choice scheme and on the basis of legal obligation and public task under our duties in the Housing Acts.

Who will receive or see my personal information?

Your personal information will be available to be seen by those within the Housing Options service for the purpose of assessing and processing your application and within support services (such as the Legal and Finance Teams) where necessary to carry out the purpose.

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 and with the Council's Landlord Services for the purpose of administering a tenancy agreement in the event of a successful application.

Where information relates to household members, it is within our legitimate interest to know who is going to be living in our property. We will use this information to check that accommodation offered is adequate for your household's needs and to ensure that the local community will have quiet enjoyment of their homes.

Externally, we may share information with registered social landlords, healthcare providers and the police to ensure the application is correctly processed and banded and to provide and secure references.

Your name and contact details as an incoming or outgoing tenant will be provided to Tenants Save Money Ltd to ensure that all debt is cleared and any meter issues are resolved in a timely manner.

Information about your tenancy, the dwelling you are living in and your household will be shared with the Ministry of Housing, Communities and Local Government for research and statistical purposes.

We may also share information with our corporate safety officer when our staff safety is viewed as being at risk. Information will also be shared with partner agencies during safeguarding investigations and with the National Fraud Initiative (NFI) 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 or within your tenancy agreement.

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 legal obligation and public task then you also have the following rights in respect of how we use your personal information;

Legal obligation – you have the right to restrict processing.

Public task – the right to object and right to restrict processing.

Legitimate interest – you have the right to object and to restrict processing and to request the erasure of your data.

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