

## **Data Protection Privacy Notice**

Service: Housing Service

Team: Landlord Services

Processing activity: Administration of housing emergency financial support fund

### **The Data Controller**

East Devon District Council's Housing Service Address

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

### **The Data Protection Officer**

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

### **Obtaining your personal information**

Personal data will be provided by you as an EDDC tenant who has made an approach to the council for financial support under the housing emergency financial support fund.

In order to process your application, we will need your name, address, contact details, tenancy and employment status and financial information relating to your request for financial assistance such as information about energy suppliers and outstanding debts. Information about the status of your rental account may also be obtained from the council's rental team.

Where we process special category data relating to your health and personal life, in connection with assessing your eligibility for support, this will only be processed with your consent. We will ensure that we only process the minimum data necessary in order to validate the application.

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

We are using your personal information for the purpose of administering the housing emergency support fund to alleviate short term urgent poverty issues and on the basis of your consent for us to process your application. You will be advised about how you can withdraw that consent prior to your application being processed, should you wish to.

Information relating to your application will be shared with the council's financial resilience team in order to establish whether further financial support may be appropriate and also to ensure the validity of your application. This data will be shared on the basis of the council's public task under The Discretionary Financial Assistance Regulations 2001

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

Your personal information will be available to be seen by those within the Housing, Landlord Services Team for the purpose of assessing and administering your application for emergency financial support and may be shared with our financial services team for the purpose of making payment.

Your information will also be provided to the following the council's financial resilience team where it is considered that further support may be appropriate and to confirm your eligibility for financial support.

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.

Where appropriate, we may signpost you to other organisations who may be able to provide further support but we will not share details of your application without your specific consent.

### **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. If a support payment is made, your application will remain on file for a period 6 years for accounting and audit purposes. 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 public task you also have the right to object and the right to restrict processing and where we are processing 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](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

Website: [www.ico.org.uk](http://www.ico.org.uk)