

Privacy Statement

Housing services

Why we collect personal information

The Housing Act 1988 as amended by the Housing Acts 1996 and 2004 places a duty on Brentwood Council to work closely with our stakeholders and colleagues to ensure the best level of service is delivered to our service users. Information may also be collected to satisfy the following Acts:

- Crime & Disorder Act 1998
- Anti-Terrorism, Crime and Security Act 2001
- Road Vehicles (Registration and Licensing) Regulations 2002
- National Audit Act 1983
- Section 17 Children Act 1989
- Localism Act 2011
- Care Act 2011

The information we collect

To enable us provide housing services, we will collect the following information:

- name
- address
- date of birth
- national insurance number
- relationships information
- medical information
- referral / assessment information
- relevant case information
- mental capacity information
- contact details
- other agencies involved
- financial information
- next of kin
- rent account details
- equality and diversity information
- criminal record
- CCTV recording- video and / or audio

Purpose for processing your information

Information is processed to:

- deliver housing services
- collate anonymous statistical data
- prevent and detect crime including fraud
- maintain accounts of our service users

Who we share your information with

We may share your personal data between our services and with partner organisations, such as government bodies and the police. We will do so when it is of benefit to you, required by law and to prevent or detect fraud. Partner organisations we share your information with include the following:

- health agencies
- other government departments – for example, Department of Works and Pensions
- police
- registered housing providers and landlords
- other councils
- Social Services

How long we keep your information

We will only hold your records during the period of our relationship with you and for a set period afterwards to allow us to meet our legal obligations including resolving any follow up issues between us.

The retention period is either dictated by law or detailed in our Document Retention Policy which can be found on our website. Once your data is no longer needed it will be securely and confidentially destroyed.

Your rights

- The right to be informed – this relates to how we use your personal data
- The right of access - You can ask for access to the information we hold on you
- The right to rectification - You can ask to change information you think is inaccurate
- The right to erasure - You can ask to delete information (right to be forgotten) in certain circumstances
- The right to restrict processing - You can ask to limit what we use your personal data for
- The right to data portability - You can ask to have your information moved to another provider
- The right to object – You can object to the processing of your personal data in certain circumstances

- You also have rights in relation to automated decision making and profiling

You can find more information here:

<http://www.brentwood.gov.uk/index.php?cid=2879>

<https://ico.org.uk/>