

**Privacy Notice – Blaenau Gwent County Borough Council - Housing Solutions**

When you contact us about your housing options, homelessness and or threatened homelessness we will ask you for your personal details and the personal details for your household.

This information is required by the council in order to carry out its duties under the Housing Act 1996, Homelessness Act 2002, Housing wales Act 2014 and Welsh Assembly Governments Code of Guidance for local Authorities on allocations of accommodation and homelessness.

This means that we need to ask that you read the Council's Privacy Notice below which explains what happens to your information.

Privacy Notice: Housing

Data Controller:

Blaenau Gwent County Borough Council is the body exercising control over the purpose for which and the manner in which your personal data is processed.

Data Protection Officer:

Mr Paul Amos, Civic Centre, Ebbw Vale, NP23 6XB. Telephone: 01495 35(5080)

The legal basis for and the purposes of the processing:

Blaenau Gwent County Borough Council has statutory duties under the housing and homelessness legislation.

Should you contact Blaenau Gwent County Borough Council about your housing situation, homelessness or threatened homelessness the personal data provided by you will be used:

• to assess your situation;

• to contact you about your situation and the information you have provided;

• to request you to provide documents to prove your housing situation, homelessness or threatened homelessness;

• to contact third parties with your personal information to request further personal information about you; and

• refer you to third parties and/or other agencies that may be able to help you.

For the purposes of administrating your housing and/or homelessness application/s and/or your approach for advice on your housing situation we have a legal power and, in some cases, a legal duty to share your information without your consent with the people and or types of organisations listed below in this Privacy Notice. If we need to request personal information about you or share it with people or other types of organisations not listed below we will ask you for your consent.

Sometimes third parties may request information on your behalf about your housing and/or homelessness application/s and/or your approach for advice on your housing situation and they must provide your consent and show they are compliant with Data Protection regulations (implemented from 25 May 2015) for us to do this. The processing of your personal data is necessary for Blaenau Gwent County Borough Council to comply with its legal obligations under the law on housing and homelessness.

Where you have criminal convictions or offences, Blaenau Gwent County Borough Council’s Housing Solutions Team is able to process relevant personal information for the purposes of complying with the law on housing and homelessness. This is because:

• the processing is necessary for the purposes of performing or exercising obligations or rights of either Blaenau Gwent County Borough Council or for you under housing and homelessness law; and

• Blaenau Gwent County Borough Council has a policy document in place (which sets out how Blaenau Gwent County Borough Council will comply with the data protection principles and which clarifies Blaenau Gwent County Borough Council’s policies regarding the retention and erasure of relevant personal data).

The source of the personal data:

For the purposes of housing and homelessness applications and approaches for advice on homelessness and/or your housing situation you are the applicant and are the source of the personal data about you and the members of your household. These include details about you, such as your name, address, telephone number, email address, date of birth, medical information and convictions history.

Personal information about you relating to you and your household may also be gathered and inputted on the system from other sources such as private sector landlords, housing associations, lettings agents, mortgage lending companies, providers of emergency accommodation, friends and relatives you and your household may have been living with and/or you are happy for us to contact about your situation, health services, children, family and adult services, education services, Department of Work and Pensions, Housing Benefit and Council Tax services, Job Centre Plus, Ministry of Defence, the Police, prisons, probation, youth offending services, Citizens Advice Bureau, auditor, legal agencies (Shelter Cymru), voluntary sector organisations, External Regulators, Welsh Government, Public Services Ombudsman for Wales, The Information Commissioners Office, Care Inspectorate Wales and the Office of the Public Guardian.

Recipients and categories of recipients of the personal data:

Blaenau Gwent County Borough Council’s Housing Solutions staff involved in the administration and management of the housing register, homelessness and housing advice and options.

Information about you relating to your housing situation, homelessness or threatened homelessness may be shared with third parties such as private sector landlords, housing associations, lettings agents, health services, children, family and adult services, education services, Department of Work and Pensions, Housing Benefit and Council Tax services, Job Centre Plus, National Fraud Initiative, the Police, prisons, probation, youth offending services, secure training units, contractors that repair the Council's emergency accommodation, providers of emergency accommodation, Citizens Advice Bureau, voluntary sector organisations and for the purpose of gathering your feedback as one of the Council's customers.

Further information on onward transfers:

Blaenau Gwent County Borough Council will not transfer the personal data you have provided outside of the UK or European Union unless this is permitted in accordance with the Data Protection Act 2018

How long the personal data will be kept for:

The personal data you have supplied will be destroyed in accordance with Blaenau Gwent County Borough Council’s Data Retention Policy seven years after you have been housed or have not renewed your housing application.

Statutory Obligations to provide the personal data:

There is no statutory obligation on you to provide any personal data about you, however, if you do not your service request and housing/homelessness application cannot be considered further.

Automated Decision Making:

The personal data provided by you will not be used for any automated decisions.

Data Subject Rights:

From 25 May 2018 you will have some specific rights in respect of your personal data. These may include some or all of the following rights to:

· see what personal data about you Blaenau Gwent County Borough Council holds at any time (subject to certain caveats, for example where third parties are identified);

· have Blaenau Gwent County Borough Council correct any errors (if any) in the personal data it holds about you;

· request your personal data is erased (though this right will not apply where Blaenau Gwent County Borough Council is processing your personal data because it is necessary to comply with a legal obligation);

· request processing of your personal data is restricted (this will only apply in certain situations, for example where its accuracy is contested, where the processing is unlawful and the you oppose its proposed erasure by Blaenau Gwent County Borough Council, or where Blaenau Gwent County Borough Council no longer needs to process the personal data, but it is required by you in connection with legal claims);

· object to the processing where the processing is necessary for a task carried out in the public interest or in the exercise of official authority vested in the data controller (though Blaenau Gwent County Borough Council will still be able to continue with the processing in certain circumstances, such as if there are compelling grounds for the processing which over ride your interests).

Will the personal data be processed for a different purpose?

No. If Blaenau Gwent County Borough Council needs to inform recipients about any action it has taken under the Data Protection Act then it will do so by placing a Notice on Blaenau Gwent County Borough Council’s website informing the public of any relevant changes

If you are dissatisfied with how your personal data is processed by Blaenau Gwent County Borough Council then you have the right to complain to the Information Commissioner who can be contacted at: Information Commissioner’s Office – Wales, 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone: 02920 678400 Fax 02920 678399.

Cookies

The Blaenau Gwent Homes website is maintained by Blaenau Gwent County Borough Council. This privacy and cookies policy applies to information the council may collect from you when submitting information via the housing website. It does not apply to any sites the council links to.

Blaenau Gwent County Borough Council has been asked to provide further information about the cookies used on the site

When you visit the website, some details are recorded from your web browser for statistical purposes.

For more information about the GDPR, visit the Information Commissioner's Office website: Website: <https://ico.org.uk/> Email: [wales@ico.org.uk](mailto:wales@ico.org.uk)