

Privacy Notice – Housing & Neighbourhood Management

Hull City Council Housing & Neighbourhood Management process personal information in order to manage tenancies as a social landlord and deliver neighbourhood management. This includes the following purposes:

- To maintain a Housing Register/waiting list
- To provide housing advice to residents
- To manage tenancies/housing stock including repairs and maintenance
- To determine homeless presentations
- For adaptations and disabled facilities grants
- To support victims and tackle perpetrators of anti-social behaviour
- To support domestic abuse victims, including the perpetrator and children's services and the manage MARAC (Multi Agency Risk Assessment Conference) for high risk cases
- To reduce the risk of radicalisation and offer support to those who are at risk of harm
- To manage the council-owned traveller sites
- Working with community groups e.g. Tenants and Residents Groups or neighbourhood watch.

We also use information to improve our services in order to meet the needs of our tenants and residents.

We can be contacted -

By Post

FREEPOST RSJC-KKBE-ABXZ

HomeSearch
Hull City Council
Hull
HU1 2AA

By Telephone

01482 300 300

By Email

info@hullcc.gov.uk

In order to deliver these services, we may process the following types of information:

- Personal information (such as full name, date of birth)
- Location data (such as full residential address)
- Contact details (such as email address, telephone number)
- Characteristics (such as ethnicity, sex, religion)

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- Photographs for identification purposes
- Bank details for invoicing/payments
- Information relating to health
- Information from police records for individuals who we are working/have worked with
- Attendance and behaviour information from schools/academies.

We receive information from -

- Customers;
- Other Council departments, including KWL which is a wholly-owned subsidiary of the Council providing repairs and maintenance;
- Professionals at other organisations including GPs, health, police, probation;
- Current/previous housing providers
- Members of the public.

We process personal information to deliver our public functions as a local authority – working with customers to assess their housing needs, providing housing advice, assisting applicants with the bidding process, nominating applicants to other social landlords (where the applicant asks us to) and assisting those making successful bids with the pre-tenancy and sign up process.

We also have statutory obligations to deliver housing and homelessness services. We also have legal obligations to safeguard the welfare of applicants and other persons and to prevent and detect fraud in order to protect public funds.

Our legal bases for the processing of personal and special category data are –

- GDPR Article 6(1)(a) – the data subject has given consent to the processing of his or her personal data for one or more specific purposes
- GDPR Article 6(1)(b) – processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract
- GDPR Article 6(1)(c) – processing is necessary for compliance with legal obligation to which the Hull City Council is subject
- GDPR Article 6(1)(d) – processing is necessary in order to protect the vital interests of the data subject or another natural person
- GDPR Article 6(1)(e) – processing is necessary for the performance of a task carried out in the public interest in the exercise of official authority vested in the controller.
- GDPR Article 9(2)(a) - the data subject has given explicit consent to the processing of those personal data for one or more specified purposes, except

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where Union or Member State law provide that the prohibition referred to in paragraph 1 may not be lifted by the data subject.

- GGPR Article 9(2)(g) - processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject.

The following legislation provide legal bases for the processing –

- Housing Act 1985
- Housing Grants Construction and Regeneration Act 1996
- Housing Act 1996 (as amended by the Homelessness Act 2002 and Homeless Reduction Act 2017)
- Crime and Disorder Act 1998
- Anti-Social Behaviour Act 2003
- Anti-Social Behaviour, Crime and Policing Act 2014
- Regulation of Investigatory Powers Act 2000
- Serious Crimes Act 2015
- Domestic Violence, Crime and Victims Act 2004
- Counter Terrorism and Security Act 2015.

Information Sharing –

We may disclose your information to others, but only where this is necessary either to comply with legal obligations or as permitted by Data Protection legislation. We may share it with other public service bodies including social services teams, the police, private and registered social landlords within the local area and other local authorities. We may also confirm periods of residence in a council property with utilities providers to ensure bills can be correctly apportioned.

We will only disclose your information to any other third party if we are legally required to do so, or where we have good reason to believe that failing to share the information would put you or someone else at risk of harm.

We will not pass your personal information to external organisations for marketing or sales purposes or for any commercial use without your express prior consent.

Data Retention -

We retain current/live housing applications for as long as that application remains live (even if the applicant is not actively bidding for properties). We retain

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cancelled/closed applications for 6 months. Where an application results in a Council tenancy the details will be transferred to the Housing tenancy file and retained for 12 years from the end of the tenancy.

More details about how Hull City Council uses personal information can be found on our website - <http://www.hull.gov.uk/help/privacy-notice>

If you would like more details about how we use your personal information or wish to complain please contact –

Hull City Council
Information Governance Team
The Guildhall
HULL
HU1 2AA
Email Information@hullcc.gov.uk
Website: <http://www.hull.gov.uk/help/privacy-notice>
Tel: 01482 300300

In the first instance please raise any issues or complaints with the Council. If we are unable to resolve matters to your satisfaction, you also have the right to complain to the regulator –

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone - 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Online enquiries - <https://ico.org.uk/global/contact-us/email/>

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