

Leasehold Property Management

The information that you provide us is processed in accordance with the General Data Protection Regulation and the Data Protection Act 2018.

Who we are

Hull City Council is the landlord of the building where you own a property that you hold under a long lease (which forms a legally binding contract) and is the data controller of the information you provide.

We can be contacted at leaseholdteam@hullcc.gov.uk or by telephone 01482 614 570

Why we collect information about you

We collect only the information necessary for us to manage the Landlord and Tenant relationship that the lease requires of us and to manage the rights and obligations we both have to adhere to.

How we collect your information

Hull City Council collects information from you via a variety of sources, including information held if you were previously a Council tenant who purchased the property through the Right to Buy Process or from your solicitor if you purchased on the open market. We collect information when you contact us by telephone, in writing, email or if we meet you. We also obtain information relating to you, when necessary, from the Land Registry or from a consumer credit reporting agency. We also collect information from other Council service areas, such as Council Tax.

What information we collect about you

The information we require in order to provide a landlord service is -

- your name
- your contact information such as your address (if different from the leasehold property you own), telephone number and email address.
- bank account if you pay your service charge by direct debit
- mortgage lender (if you get into arrears of service charge)
- details of complaints, concerns, comments and compliments
- details of anyone authorised to act on your behalf
- details of any tenants you may have living in your property
- financial information including any benefits you receive if you have arrears of service charge
- other personal information that will vary on a case by case basis to help us to resolve any breaches in lease, alleged anti-social behaviour or fraud.

What we use the information for

We will use the information you provide to maintain a landlord and tenant relationship with you and to deliver a leasehold property management and service charge income and recovery service.

We will not routinely share your personal information with third parties. Where necessary we may share information with the Council's partner organisations, agents and contracted providers. Examples being -

- Kingstown Works Ltd who provide housing repairs and maintenance
- Civica in respect of Customer Contact Centre Services
- NPS (Hull) who provide the service charge billing and collection function

We may also share your information with other parties where we deliver shared functions and services. We may also share your information with health, social care, the police or other professionals where it is found to be necessary to protect your or another person's vital interests or there is another overriding legal requirement.

Where it is reasonably suspected that you have or may make a legal claim against the Council details may be shared with our legal service, our insurers and any third party legal advisors we engage.

We process personal information in accordance with the following GDPR provisions -

Article 6 (1) (b) processing is necessary for the performance of a contract to which the data subject is party;

Article 6 (1) (c) processing is necessary for compliance with a legal obligation to which the controller is subject;

Article 6 (1) (d) processing is necessary in order to protect the vital interests of the data subject or of another natural person;

Article 6 (1) (e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;

Article 9 (2) (f) processing is necessary for the establishment, exercise or defense of legal claims or whenever courts are acting in their judicial capacity;

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;

Article 9(2) (h) processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in Article 9, paragraph 3 of the GDPR;

Details we hold in order to be able to provide a property management service, including financial management as required by the terms of the lease agreement will be held for the period in which the lease is owned by you.

If you would like to enquire about how your personal information is processed by us or wish to complain please contact –

Hull City Council
Data Protection Officer
Room 11
The Guildhall
HULL
HU1 2AA
Information@hullcc.gov.uk
01482 300300

You also have the right to complain to the regulator –

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone - 03031 231 113 (local rate) or 01625 545 745 if you prefer to use a national rate number