

The following information applies to the Housing Service.

**Data Controller:**

Tamworth Borough Council  
Marmion House  
Lichfield Street  
Tamworth  
Staffordshire  
B79 7BZ

**Data Protection Officer:**

Nicola Hesketh  
Tamworth Borough Council  
Marmion House  
Lichfield Street  
Tamworth  
Staffordshire  
B79 7BZ

Email: [data-protection@tamworth.gov.uk](mailto:data-protection@tamworth.gov.uk)

**Retention:**

Records are kept in accordance with the Council's disposal schedule and we will not keep your information for longer than necessary. Our Retention Schedule can be found at:

<https://www.tamworth.gov.uk/sites/default/files/privacy/Retention-Schedule.pdf>

**Rights:** You have certain rights under UK Data Protection law including:

- The right to be informed
- The right of access to your personal data
- The right of rectification (to have any inaccuracies corrected)
- The right of erasure (to have your records deleted)
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

All rights may not be available to you in all circumstances. Further information about your rights is available on our website at: <http://www.tamworth.gov.uk/privacy-notice> or the ICO

Website at: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

## Information Collected

We collect personal information about:

**Housing Applicants:** This includes anyone who is applying for housing from the Council and will include referrals (nominations) to other housing providers (e.g. Housing Associations) and could also include their family and people associated with them.

**Homelessness:** we collect personal information to manage the pathway for homeless applicants in order to prevent homelessness, organise temporary accommodation and investigate homelessness cases.

**Tenants:** This includes current and former tenants who live or have lived in our properties or access our support and other services, and could also include family details and people associated with them.

**Customers/Visitors :** Customers and visitors to our website, our offices and anyone who makes a complaint, complement or enquiry

**Other persons and residents:** This includes people who are helping and supporting family and friends with their housing applications or to manage their home or with problems relating to their tenancy, members of Tenants and Resident Working Groups, neighbours to Council properties and who might be experiencing or perpetrating problems, for example boundary disputes, anti-social behaviour, property maintenance issues or insurance claims.

## Types of information we collect about you

Name

Address

Date of Birth

Gender

Contact Information

National Insurance Number

Housing status

Household composition

Financial information and/or financial records such as rent accounts

Employment and training

Benefits and Allowances

Homelessness Status

Utility bills

Proof of identification

Proof of current address

Proof if children live with you

Medical and social need assessment forms

Support and care plans

Tenancy agreements and contracts such as leasehold agreements

On-going contact information with you such as telephone calls, emails, texts, reports and monitoring sheets e.g. anti-social behaviour and nuisance sheets, complaint forms

Market research, tenant surveys and consultation.

References from:

other housing providers/private landlords,

your mortgage lender (if you own/have owned your own home),

the Police,

the Probation Service,

Citizens Advice,

support workers,

social workers,

mental health workers, and

credit reference agencies.

Where this is the case, we will request your permission to collect such information.

As a Council Tenant if you are experiencing any problems, such as debt, rent arrears, anti-social behaviour or applying to purchase your home we will also request and hold on file information and any references necessary to assist and assess your application including as appropriate (but not limited to) information from:

other housing providers/private landlords,

the Police,

the Probation Service,

Citizens Advice,

support workers,

social workers,

mental health workers and

credit reference agencies,

employers,

family and relatives,

charities or third sector,

insurance companies,

Government departments; e.g DWP, DVLA.

It is important that you notify us of any changes to your personal information.

#### **“Special” category Information Collected**

Health

Race

Nationality

Religion

Sexual Orientation

Criminal

## **Purpose Collected**

### **Housing Solutions Service (including Homelessness)**

We use personal information to provide Housing Advice and Assistance to help customers from becoming homelessness by keeping their current home.

Make homelessness investigations and decisions to assist customers when they are homeless or threatened with homelessness. We also use personal information to report our performance and outcomes for homeless households to the Ministry of Housing, Communities & Local Government Department (MHCLG) for a Homelessness Case Level Information Collection (H-CLIC). We will also share your personal information with MHLG for their Understanding the Impact of Homelessness Programme. Please see the Understanding the Impact of Homelessness Programme Fair Processing Notice for information on why we share this information.

Manage referrals to private landlords to help customers obtain private rented accommodation.

To take action where a private tenant is being illegally forced out of their tenancy, to undertake assessments of housing applicants to determine eligibility for housing and identify any support needs, to provide emergency or temporary accommodation, including Private Sector Leasing.

### **Voids and Allocations Service**

We use personal information to detect tenancy fraud and illegal subletting, to make allocations and let Council tenancies, make allocations and let Council garages, make nominations to Registered Providers and to assist in mutual exchanges.

### **Neighbourhood Services**

We use personal information to manage tenancies including homes, garages, sheltered housing and supported housing, to provide Support and Tenancy Sustainment Services which help our customers including tenants and housing applicants manage their home, prevent and detect crime, fraud and resolve disputes and to promote a safe and peaceful environment in our neighbourhoods.

### **Income Management Service (including rents)**

We use personal information to receive rent, service charges and bills such as insurance, rechargeable repairs, to manage tenancies including collecting rent and service charges, to ensure financial records are accurate and up to date, to take action to recover any money owed accordingly, to help to ensure benefit payments are received onto rent accounts, offer help with debts and benefits, promote employment and training advice and opportunities

And assist third parties agencies who are helping tenants.

### **Housing Maintenance service**

We use personal information to undertake day-to-day repairs to property and garages, make appointments and arrangements for work to be carried out, undertake planned and cyclical maintenance of all housing property and to set and receive service charges and bills such as maintenance.

### **Right To Buy Service**

We use personal information to manage Right To Buy Applications and deal with actions relating to the sale of property.

### **In addition to the above, we may also use your data to:**

Ensure that vulnerable persons are identified under safeguarding duties and the necessary referrals made.

Ensure that risks to customers, employees and partners are identified, assessed and mitigating action taken.

Consult and engage with customers and make improvements to our services

Promote equal opportunities and fair treatment for all employees and customers

Provide information about services to customers

Provide support services which help customers achieve their goals

Provide care and support for elderly and vulnerable customers

Keep in touch with our customers, understand your needs and preferences and invite you to events

Promote equal opportunities and fair treatment for all our customers

Provide information (e.g. about products and services) we offer

Develop new products and services to meet the future needs of our communities

Meet our legal obligations, including those owed to our funders or regulators

Issue Council newsletters/magazines such as Open House and surveys.

To assist with the collection of money owing to the Borough Council such as rent, Council Tax, or other sundry debts

To ensure the electoral register is accurately maintained in accordance with Section 9A of the Representation of the People Act

### **Legal Purpose**

We will only use your personal information when the law allows us to. Most commonly we will use your personal information under **Legal Obligation** as the processing is necessary for us to comply with the law namely:

Housing Act 1985

Housing Act 1988

Housing Act 1996

Housing Act 2004

the Housing (Homelessness) Act 2002  
Homelessness Reduction Act 2017  
Localism Act 2011  
Protection From Eviction Act 1977  
HRMC Compliance Handbook Manual  
Limitation Act 1980  
Children's Act 1989  
Digital Economy Act 2017 (Part 5)  
Homelessness Code of Guidance for Local Authorities Feb 2018

We will also process your information under **Public Task** as the processing is necessary for us to perform a task in the public interest or for our official functions, because the task or function has a clear basis in law. Other processing will be necessary for the performance of our **Contractual** obligations under any tenancy, lease, or agreement between us.

We will contact you or send you surveys regarding service or support you have received from us or third-party service providers under **Legitimate Interest** because we use this information to audit our contractors and make improvements to our services.

To add you to our Tenant Involvement Database, we will ask for your consent.

Special category personal data under Article 9 (2) GDPR may be processed if the processing is necessary for reasons of substantial public interest, on the basis of Union or Member state law which shall be proportionate, respect the essence of the right to data protection and provide suitable and specific measures to safeguard the fundamental rights and interests of the data subject.

### **Third Parties we might share information with**

We will share your personal information with third parties where required by law or with your consent. Examples of the organisations we may need to share information with are below, this list is not exhaustive:

Tamworth Borough Council Benefits Department  
Tamworth Borough Council Revenues Department  
Tamworth Borough Council Environmental Department  
Tamworth Borough Council Audit  
Ministry of Housing, Communities & Local Government Department  
Housing Associations  
Private Landlords  
Citizens Advice Bureau  
Welfare Services  
Voluntary Sector Support Services  
Health Services  
Temporary Accommodation Providers  
Private Sector Leasing Scheme  
Staffordshire Police

Third-party contractors  
Temporary Accommodation Providers  
Private Sector Leasing Scheme  
Transport providers  
Registered Providers (RP's)  
Staffordshire County Council  
Friends and family  
Developers  
Support agencies  
Solicitors/Barristers  
Government offices  
Local authorities and government departments  
Probation Service  
Department for Work & Pensions  
HM Revenues & Customs  
Courts  
Social Services and health authorities  
Utility companies to ensure billing details are correct  
Authorised debt recovery agencies, to enable them to recover the debt  
External debt advice agency to discuss financial situation, rent payments (including any arrears) and any claims made for welfare benefits.  
Credit reference agencies to assess your financial standing  
Persons who you have given consent for us to share information with under Authority To Release.

### **Third-Party Service Providers – Which third parties process my personal information?**

Third-party service providers are companies who process information on Tamworth Borough Council's behalf. The following third-parties process personal information about you for the following purposes:

**Emerald** – The Council's website developer Emerald may have access to your information on occasions where there is a fault.

**Capita** – The Council's IT provider Capita may have to access the Benefits system on occasions where there is a fault

**PSL** - the Council shares your details for the purposes of distributing letters

**Civica** - The Council's IT provider Capita may have to access the Benefits system on occasions where there is a fault

**JIGSAW** - The Council's IT provider JIGSAW may have to access the Benefits system on occasions where there is a fault

**Orchard** - The Council's IT provider Orchard may have to access the Benefits system on occasions where there is a fault

**Wates** – The Council’s Repairs and Maintenance provider will access some of your personal information to carry out repairs and maintenance.

**Eldercare** – Community alarm providers Eldercare will have access to personal information of customers accessing this service.

**The Rental Exchange** – will have access to your personal information if you have opted in to this scheme.

**Marsh** - Tenants Contents Insurance Scheme provider will have access to your personal information if you have taken out the insurance as part of this scheme.

**Allpay** - Tamworth Borough Council’s IT provider Allpay will have access to your information for enquiries concerning payments.

### **How secure is my information with third-party service providers?**

All our third-party service providers are required to take appropriate security measures to protect your personal information in line with the GDPR regulations. Our third-party service providers are not permitted to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

Your personal data is processed (including storage) within the European Economic Area only.

### **More information**

Tamworth Borough Council’s Privacy Notice can be found at:  
<http://www.tamworth.gov.uk/privacy-notice> or a hard copy provided upon request.

If you have a concern about the way that we are collecting or using your personal data, we ask that you contact us in the first instance. Alternatively, you can [contact the Information Commissioner's Office](#).

This Privacy Notice may change from time to time and will be subject to annual review. The last known update/review date can be located at the top of the page.

By regularly reviewing this page you will ensure that you are always aware of what information we collect, how we use it and under what circumstances, if any, we share it with others.