



Privacy Notice - Housing

What happens to information held about you? Your rights and our obligations to you.

How We Use Personal Data

This document explains how Bridgend County Borough Council (BCBC) Housing Solutions department obtains, holds, uses and discloses information about people (their personal data), the steps we take to ensure that it is protected, and also describes the rights individuals have in regard to their personal data handled by BCBC.

The use and disclosure of personal data is governed by Data Protection legislation. As such BCBC is obliged to ensure that it handles all personal data in accordance with the legislation.

BCBC takes that responsibility very seriously and takes great care to ensure that personal data is handled appropriately in order to secure and maintain individuals' trust and confidence in the Council.

The legislation requires BCBC to have a lawful basis for processing personal data depending on the service provided.

1. Why do we handle personal data

BCBC Housing Solutions will collect, process and store personal information about you and other household members (when you provide information about household members we assume that you do so with their full knowledge and consent) in order to comply with our duties under the Housing (Wales) Act 2014 when undertaking homelessness assessments and our duties under the Housing Act 1996 when allocating social housing.

We will use your information to:

- Carry out our legal obligations under legislation
- Assess a person's housing need
- Verify the information that has been provided to confirm eligibility for assistance
- Give the most appropriate housing related advice to sustain tenancies and prevent homelessness
- Work with trusted organisations to find suitable accommodation
- Share information with Housing providers to secure accommodation

2. What type of personal data do we handle?

In order to carry out the purposes described under section 1 above BCBC may obtain, use and disclose personal data including the following:



- Personal details – name, address, age, gender, NI number, telephone numbers, email address
- Previous address history
- Immigration status
- Household details – information in respect of the family make up including all personal data of the household that will make up the homelessness application
- Lifestyle and social circumstance
- Financial details
- Any tenancy related debt
- Employment and education details
- Housing need
- Visual images, personal appearance and behaviour
- Case file information
- Medical details/diagnosis
- Racial or ethnic origin
- Disability information
- Language preference
- Offences (including alleged offences)
- Criminal proceedings, outcomes and sentences
- Type and size of accommodation needed (including any adaptations needed, number of beds)
- Preferred areas of housing choice
- Current landlord/mortgage provider details
- Any other information that we consider relevant to carry out the Housing Assessment

BCBC will only use appropriate personal data necessary to fulfil a particular purpose or purposes including undertaking a homelessness and needs assessment, application to the Common Housing Register, allocation of Social Housing and allocation of interim accommodation. Personal data could be information which is held on a computer, in a paper record i.e. a file, as images, but it can also include other types of electronically held information e.g. CCTV images.

3. Who information is processed about

In order to carry out the purposes described under section 1 above BCBC may obtain, use and disclose personal data about the following:

- Customers
- Customers household members
- Professional advisors and consultants
- Carers or representatives
- Landlords
- Recipients of benefits
- Offenders and suspected offenders



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4. Where do we obtain personal data from?

In order to carry out the purposes described under section 1 above BCBC may obtain personal data from a wide variety of sources, including the following:

- Directly from the client who is seeking housing advice and assistance.
- Law enforcement agencies;
- HM Revenue and Customs;
- Licensing authorities;
- Legal representatives;
- Prosecuting authorities;
- Courts;
- Prisons;
- Voluntary sector organisations;
- Approved organisations and people working with the Council;
- Central government, governmental agencies and departments;
- Emergency services;
- Individuals themselves;
- Relatives, guardians or other persons associated with the individual;
- Current, past or prospective employers of the individual;
- Current, past or prospective employers of the individual;
- Healthcare, social and welfare advisers or practitioners;
- Education, training establishments;
- Professional advisors;
- Employees and agents of BCBC;
- Suppliers, providers of goods or services;
- Persons making an enquiry or complaint;
- Financial organisations and advisors;
- Medical consultants and GPs
- Local government;
- Voluntary and charitable organisations;
- Ombudsman and regulatory authorities;
- The media;
- Data Processors working on behalf of BCBC;
- Probation Service
- Public Protection Multi Agency Sharing Hubs;
- Information openly available on the internet;



- Other departments within the Council

5 Who do we disclose personal data to?

BCBC has a Common Housing Register, the Registered Social Landlords who are partners to the register have automatic access to the following, but do not have access to sensitive or restricted information

- Housing/homeless assessment
- Case notes
- Housing Registration

We sometimes need to share information with the individuals we process information about and other organisations. Where this is necessary we are required to comply with all aspects of the legislation. What follows is a description of the types of organisations we may need to share some of the personal information that we process with for one or more reasons:

- Customers
- Family, associates or representatives of the person whose personal data we are processing
- Current past and prospective employers
- Current past and prospective landlords
- Healthcare, social and welfare organisations
- Providers of goods and services
- Financial organisations
- Welsh Government and central government
- Ombudsman and regulatory services
- Professional advisers and consultants
- Courts and tribunals
- Professional bodies
- Survey and research organisations
- Police forces
- Housing associations and landlords
- Voluntary and charitable organisations
- Data processors
- Regulatory bodies
- Courts, prisons
- Local and central government
- International law enforcement agencies and bodies
- Partner agencies, approved organisations and individuals working with the police
- Licensing authorities
- Service providers
- Healthcare professionals
- Current, past and prospective employers



- Law enforcement and prosecuting authorities
- Auditors
- Other Council Services
- Housing Providers
- Mortgage companies
- Landlords
- Support providers

6. What is the legal basis for the use of this information?

Under data protection legislation we are only allowed to use and share personal information where we have a proper and lawful reason for doing. The lawful basis for us to use your information is in order to satisfy our legal obligations under housing legislation and to undertake our council duties. On certain occasions we may ask for your explicit consent to use your information.

7. How do we handle personal data?

In order to achieve the purposes described under section 1 BCBC will handle personal data in accordance with data protection legislation. In particular we will ensure that personal data is handled fairly and lawfully with appropriate justification. We will strive to ensure that any personal data used by us or on our behalf is of the highest quality in terms of accuracy, relevance, adequacy and non-excessiveness, is kept as up to date as required, is protected appropriately, and is reviewed, retained and securely destroyed when no longer required.

We will always try to obtain your consent (i.e. agreement) to us processing your personal information. Our applicants are asked to sign a data protection consent form when they apply to the Common Housing Register. The consent form sets out the organisations and type of organisations we may share your information with. This consent can be withdrawn at any time.

8. How do we ensure the security of personal data?

BCBC takes the security of all personal data under our control very seriously. We will ensure that appropriate policy, training, technical and procedural measures are in place, including audit and integrity monitoring, to protect our manual and electronic information systems from data loss and misuse, and only permit access to them when there is a legitimate reason to do so, and then under strict guidelines as to what use may be made of any personal data contained within them. These procedures are continuously managed and enhanced to ensure up-to-date security.

9. How long does BCBC retain personal data?

BCBC keeps personal data as long as is necessary for the particular purpose or purposes for which it is held in accordance with the Council's Data Protection Policy. Client information will be kept for seven years from acceptance of a housing duty.



10. What are your rights in relation to your personal data which is handled by BCBC?

Individuals have various rights:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling

Right to be informed

You have the right to be informed about the collection and use of your personal data. The Council must provide you with information including: purposes for processing your personal data, retention periods for that data, and who it will be shared with. This is called 'privacy information'.

Right of access

You can obtain a copy, subject to exemptions, of your personal data held by the Council. A copy of the application form is available from:

<https://www.bridgend.gov.uk/my-council/freedom-of-information/data-protection/>

You are also entitled to obtain confirmation as to whether or not data concerning you is being processed by the Council. Where that is the case, you are entitled to the following information subject to exemptions:

- The purposes of and legal basis for the processing
- The categories of personal data concerned
- The recipients to whom the personal data has been disclosed
- The period for which it is envisaged that the personal data will be stored
- Communication of the personal data undergoing processing and of any available information as to its origin.

**Please note that 'processing' means an operation or set of operations performed on personal data such as collection, recording, organisation, structuring, storage, adaption, alteration, erasure, restriction, retrieval.*

Proof of ID and any further information needed to locate the information may be required before the Council can comply with your request.



.Any request for the above information should be made in writing to the Data Protection Officer and the Council will respond within one month.

Rectification of data

You can request the Council to rectify inaccurate personal data relating to you. If the data is inaccurate because it is incomplete, the Council must complete it if is required to do so by you.

A request should be made in writing to the Data Protection Officer and a response will be sent within one month.

Erasure or restriction of personal data

You can request that the Council erase your data or restrict any processing of your data, subject to exemptions.

All requests should be made to the Data Protection Officer. The Council will then inform you of whether the request has been granted and if it has been refused, the reasons for the refusal.

Right not to be subject to automated decision-making

You have the right, subject to exemptions, not to be subject to a decision when it is based on automated processing and it produces a legal effect or a similarly significant effect on you. You have a right to express your point of view and obtain an explanation from the Council of its decision and challenge it.

However, it should be noted that this right does not apply to all decisions as there re exemptions for example authorisation by law, performance of a contract to which you are a party.

Right to data portability

The right to data portability allows you to obtain and reuse your personal data for your own purposes across different services.

The right only applies to information you have provided to the Council.

Right to object

You have the right to object to the processing of your personal data in certain circumstances.

The Council has one calendar month to respond to an objection.