

## Housing Privacy Notice

This privacy notice provides you with information about what we do with your personal data (information that is about you and identifies you).

We have recently updated our Privacy Notice to include changes to address the new standards introduced by the European data protection law, known as the General Data Protection Regulation (GDPR).

Below sets out how we collect, store and handle your personal information and what your information rights are.

What we mean by personal information is any information that can be collected via a paper or online form, by telephone, email, CCTV or by a member of our staff.

The Data Controller is: South Cambridgeshire District Council, South Cambridgeshire Hall, Cambourne Business Park, Cambourne, Cambridge CB23 6EA. The Data Protection Officer is the 3C's Shared Services, Information Governance Manager and they can be contacted through the Information Management Team, 3C ICT, South Cambridgeshire Hall, Cambourne Business Park, Cambourne, Cambridge, CB23 6EA, by email to [Infogov@3csharedservices.org](mailto:Infogov@3csharedservices.org)

3C Shared Services is a strategic partnership between Cambridge City Council, Huntingdonshire District Council and South Cambridgeshire District Council

### What information we collect and why

We collect and process your information to provide a housing service to you, this will include relevant internal departments as and when required, as well as, other organisations that may provide you with support or assistance, for example:

Sanctuary, Citizens Advice Bureau, King Street Housing, Shire Homes Lettings, Emmaus. This information is held in paper form and as electronic data in Council systems relevant to Housing Services.

We have a legal duty under the Housing Act 1996 to ensure any application for housing is assessed appropriately and this includes holding information about you and undertaking enquiries to establish, for example, your identity, medical needs, income or benefit checks and checks for fraud. We also have a duty to work with other Council and public authorities as regards this housing responsibility. The information required is set out in the registration form that you are required to complete, along with your communication preferences. If you have any questions about this, please ask a member of the Housing Advice and Options Team.

### **Who has access to this information?**

The Housing Advice and Options Team will manage this information and ensure relevant departments, for example, finance, benefits etc. is informed of your details as required. Your consent will be requested to share any information to services that do not fall within our legal obligations but may be of interest or of use to you.

In addition, as a public body we also have statutory obligations to work with our partners across the public and private sector, including police, social care and healthcare. This includes the sharing of information for the protection of vulnerable individuals, child protection and the management of risk. We will always try to do this with your knowledge and agreement, however, very rarely, this may not be possible, but will always be done for the benefit of the individual concerned.

Aside from our legal obligations, including attempts to prevent homelessness, we do not send your data to any external party without your agreement.

## Understanding the impact of Homelessness Programmes and the Homeless Reduction Act 2017 – Ministry of Housing, Communities and Local Government

If you have made a homeless application, the Ministry of Housing, Communities and Local Government (MHCLG) want to learn more about the help provided to people who are homeless or threatened with homelessness, to help improve services.

MHCLG want to use the information you provide about how you have become homeless (or threatened with homelessness), your housing history and the sort of things that you need help and support with.

MHCLG also wants to look at how you use other public services and benefits you receive. Your personal details (such as your name) will be needed for this, but the researchers will not know whose information they are looking at.

Any information provided to MHCLG will not be used by them to affect the services or benefits that you receive now or in the future or used to identify fraud. Your information will be kept safe and confidential, and handled with care and in accordance with the law.

### **How long is my information kept?**

The retention periods followed by the Council for all its records are those set out in Local Government Association Guidance. In general, most housing records are held for 6 years after the file is closed, for example, after the end of a tenancy the file will be closed and kept for a minimum of 6 years, some files are held for longer, for example, 12 – 15 years if there are legal matters involved. Please ask if you would like more information.

## Your rights

You have the right to have incorrect information corrected. Please let the Housing Advice and Options team know of any changes to your details, especially your contact details, as it is your responsibility to ensure they are correct. You can contact us via email or by phoning 03450 450051.

You can change your communication options and/or opt out of communications with external support services at any time. To change your options please contact the team, as above. Please be aware that if you choose to limit the contact other agencies can have with you, this may impact on your ability to receive relevant additional support.

You have the right to have a copy of what information is held about you: this is called a Subject Access Request (SAR). We hope that any queries you may have can be dealt with informally with the team, and that it is clear what is held about you and why in our forms and information.

If you would like to make a formal SAR, please email the [Information Governance Team](#) or write to Information Governance Team, 3C ICT, South Cambridgeshire Hall, Cambourne Business Park, Cambourne, Cambridge, CB23 6EA.

If you have any queries or concerns, please contact the [Housing Advice and Options Team](#) directly in the first instance. Alternatively, you can contact the Data Protection Officer, details as above, or make a complaint via our [complaints process](#).

Alternatively, you can contact the [Information Commissioner](#) who oversees Data Protection and Freedom of Information, information about what they do and how to contact them can be found on their website.

## Housing advice and homelessness Privacy Policy

South Cambridgeshire District Council, South Cambridgeshire Hall is the data controller. If you have concerns about the way your information is being managed, the Data Protection Officer can be contacted at the address above, by email at [Infogov@3csharedservices.org](mailto:Infogov@3csharedservices.org).

We collect and process your information to provide a housing service to you, this will include relevant internal departments as and when required, as well as, other organisations that may provide you with support or assistance, for example – Sanctuary, Citizens Advice Bureau, King Street Housing, Shire Homes Lettings, Emmaus, etc.

We have a legal duty under the Housing Act 1996 to ensure any application for housing is assessed appropriately and this includes holding information about you and undertaking enquiries to establish, for example, your identity, medical needs, income or benefit checks and checks for fraud. We also have a duty to work with other Council and public authorities as regards this housing responsibility. The information required is set out in the registration form that you are required to complete, along with your communication preferences.

### Who has access to the information?

The Housing Advice and Options Team will manage this information and ensure relevant departments, e.g. finance, benefits etc. is informed of your details as required.

Other than this we will only share your data when the law compels us to, or to carry out any of our legal or safeguarding responsibilities.

Understanding the impact of Homelessness Programmes and the Homeless Reduction Act 2017 – Ministry of Housing, Communities and Local Government

If you have made a homeless application, the Ministry of Housing, Communities and Local Government (MHCLG) want to learn more about the help provided to people who are homeless or threatened with homelessness and those housed in an emergency as a result of coronavirus. This will help to improve services.

MHCLG want to use the information you provide about how you have become homeless (or threatened with homelessness), your housing history and the sort of things that you need help and support with.

MHCLG also wants to look at how you use other public services and benefits you receive. Your personal details (such as your name) will be needed for this, but the researchers will not know whose information they are looking at.

Any information provided to MHCLG will not be used by them to affect the services or benefits that you receive now or in the future or used to identify fraud. Your information will be kept safe and confidential, and handled with care and in accordance with the law.

### **How long is my information kept?**

In general, most housing records are held for 6 years after the file is closed, for example, after the end of a tenancy the file will be closed and kept for a minimum of 6 years, some files are held for longer, e.g. 12 – 15 years if there are legal matters involved.



## Your rights

You have the right to have incorrect information corrected – please let the Housing Advice and Options team know of any changes to your details, especially your contact details – as it is your responsibility to ensure they are correct. The team can be contacted by either emailing [Housingadvice@scambs.gov.uk](mailto:Housingadvice@scambs.gov.uk) or calling 03450 450 051.

You can change your communication options and/or opt out of communications with external support services at any time – please contact the team, as above. Please be aware that if you choose to limit the contact other agencies can have with you, this may impact on your ability to receive relevant additional support.

The GDPR provides rights to individuals and strengthen rights that already exist under the Data Protection Act.

## Individuals' Rights

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- The right to object to automated decision making and profiling

If you have any queries or concerns, please contact the Housing Advice and Options Team directly in the first instance – [Housingadvice@scambs.gov.uk](mailto:Housingadvice@scambs.gov.uk).

## Housing Register and HomeLink

The data controller is South Cambridgeshire District Council, South Cambridgeshire Hall, Cambourne Business Park, Cambourne, Cambridge CB23 6EA. If you have concerns about the way your information is being managed, the Data Protection Officer can be contacted at the address above, by email at [Infogov@3csharedservices.org](mailto:Infogov@3csharedservices.org).

### What information we collect and why

The information you supply to register on Home-Link will include information that is very personal to you like your identity, your ethnicity, your physical or mental health, your criminal history and financial resources. We collect and process this information along with details about your housing to provide a housing service to you and assess your housing needs.

In order to use the services on the Home-link you will need to register on the website. This registration will allow you to use the housing options assessment service, apply for housing and bid on a property.

The information you supply in this application will be used to provide you with advice on your housing options and to determine your application for housing made via the Home-Link choice-based lettings service. This is a (Public task) Statutory duty as laid out in the Housing Act 1996 and we are unable to progress your application or provide this service to you without this information. We need to ensure any application for housing is assessed appropriately and this includes holding information about you and undertaking enquiries to establish, for example, your identity, medical needs, income or benefit checks and checks for fraud. We cannot provide this service without sharing this information.



## Who has access to the information?

The Housing Advice and Options Team will manage this information and ensure relevant departments, for example, finance and benefits, is informed of your details as required.

Other than this we will only share your data when the law compels us to, or to carry out any of our legal or safeguarding responsibilities.

The Home-link service collects information from you on behalf of councils and housing associations in Cambridgeshire and West Suffolk. The information that you provide to us is shared with these organisations.

This information is used by these Councils/ Housing Associations to assess applications for housing, including those who maybe homeless or at risk of becoming homeless, and to assess your housing need within the choice-based lettings service.

Where housing is provided by other registered providers, they may see your information when you bid on their properties and will use this information to manage your bid.

## How long is my information kept?

In general, most housing records are held for 6 years after the file is closed. For example, after the end of a tenancy the file will be closed and kept for a minimum of 6 years. Some files are held for longer, for example, 12 – 15 years, if there are legal matters involved.

## Your rights

You have the right to have incorrect information corrected – please let the Housing Advice and Options team know of any changes to your details, especially your contact details – as it is your responsibility to ensure they are correct. The Team can be contacted either by emailing [Cbl@scambs.gov.uk](mailto:Cbl@scambs.gov.uk) or calling 03450 450 051.

You can change your communication options and/or opt out of communications with external support services at any time – please contact the team, as above. Please be aware that if you choose to limit the contact other agencies can have with you, this may impact on your ability to receive relevant additional support.

The GDPR provides rights to individuals and strengthen rights that already exist under the Data Protection Act.

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- The right to object to automated decision making and profiling

If you have any queries or concerns, please email [Housingadvice@scambs.gov.uk](mailto:Housingadvice@scambs.gov.uk).

## Visiting Support Service Privacy Notice

Your data controller is South Cambridgeshire District Council, South Cambridgeshire Hall, Cambourne Business Park, Cambourne, Cambridge CB23 6EA. The Data Protection Officer can be contacted at the address above, by email at [Infogov@3csharedservices.org](mailto:Infogov@3csharedservices.org).

### What information we collect and why

The information you supply to register for the Visiting Support Service will include information that is very personal to you like your identity, your ethnicity, your physical or mental health, your support needs, your criminal history and financial resources. We collect and process this information along with other details about your needs to provide a visiting support service to you and assess your needs.

The information you supply will be used to provide you with advice and support. We need to ensure any application for visiting support is assessed appropriately and this includes holding information about you and undertaking enquiries to establish, for example, your identity, medical needs, support needs and income or benefit checks.

This service is funded by Cambridgeshire County Council and as such we are required to provide them with data on needs and support offered. This is anonymised data.

We cannot provide this service without sharing this information.

### Who has access to the information?

The Visiting Support Service will manage this information and ensure relevant departments, for example, finance and benefits, are informed of your details as required.

Other than this, we will only share your data when the law compels us to, or to carry out any of our legal or safeguarding responsibilities.

Anonymised data will be sent regularly to Cambridgeshire County Council who provide funding for this service.

### **How long is my information kept?**

In general, most housing records are held for 6 years after the file is closed. For example, when the support ends, the file will be closed, and details kept for a minimum of 6 years. Some files are held for longer, for example, 12 – 15 years, if there are legal matters involved.

### **Your rights**

You have the right to have incorrect information corrected – please let the Visiting Support team know of any changes to your details, especially your contact details – as it is your responsibility to ensure they are correct. The team can be contacted by either emailing [Visitingsupport@scambs.gov.uk](mailto:Visitingsupport@scambs.gov.uk) or by calling 03450 450 051.

You can change your communication options and/or opt out of communications with external support services at any time – please contact the team, as above. Please be aware that if you choose to limit the contact other agencies can have with you, this may impact on your ability to receive relevant additional support.

The GDPR provides rights to individuals and strengthen rights that already exist under the Data Protection Act.

### **Individuals' Rights**

- The right to be informed



- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- The right to object to automated decision making and profiling

If you have any queries or concerns, please email [Visitingsupport@scambs.gov.uk](mailto:Visitingsupport@scambs.gov.uk).