

PRIVACY NOTICE – HOUSING APPLICANTS AND TENANTS

The following information provides details on how Hartlepool Borough Council's Public Protection Service may collect, use, and, where appropriate, share personal information for the administration, management and enforcement of the regimes that are the responsibility of the Public Protection Service in accordance with the General Data Protection Regulations (GDPR). It should be read in conjunction with the Council's privacy notice document.

<p>Why we collect your information</p>	<p>Hartlepool Borough Council will collect your personal information for the purposes of delivering Council's housing management services.</p>
<p>What information do you collect about me?</p>	<p>We will collect, store and use the following categories of personal information about you where it is relevant to do so:</p> <ul style="list-style-type: none"> • Your name • Contact details such as current, previous and forwarding addresses, telephone numbers and email addresses for you and your next of kin • Date of birth • Bank account details where an account is paid by direct debit • Details of your application for housing • Identification records including copies of documentation you have provided • Ethnic origin • Nationality • Religion • Housing history • Employment/economic status • References we have taken • Prescribed information relating to tenancy deposits • Correspondence including notes of telephone calls and e-mails that are sent and received by the Council • Details and documentation relating to your tenancy including your tenancy agreement, rent account number, rent account records, payment agreements, household/family composition information, post tenancy visit/inspection records, income and expenditure assessments, repair requests, anti-social behaviour records, possession notices and paperwork associated with court applications and the execution of court orders/judgements • Personal opinions
<p>Will you collect more sensitive personal information about me?</p>	<p>We do not routinely collect information categorised as sensitive however, we may request more sensitive personal information in order to ensure the effective management of your tenancy and housing needs for example, as part of a service request (e.g. health data/information to support a transfer request or direct let) and in order to carry out our legal obligations.</p>

How will you collect personal information about me?	We collect personal information by letter, email, telephone, online and through face to face contact with you or, on occasion, an agreed representative appointed by you. Where relevant, we will also access your housing application on Compass CBL.	
How will the Council use the information it collects about me?	<p>Most commonly, we will use your personal information in the following circumstances:</p> <ul style="list-style-type: none"> • 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. • processing is necessary for compliance with a legal obligation to which the controller is subject. • processing is necessary in order to protect the vital interests of the data subject or of another natural person. • 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. • the data subject has given consent to the processing of his or her personal data for one or more specific purposes. 	
In what situations will you use my personal data?	Reason for processing	Basis
	<p>We will use your personal data for</p> <ul style="list-style-type: none"> • Assessing your housing application and your eligibility in the allocation of properties in social and private rented sectors • Creating tenancy agreements • Contacting you about matters concerning your tenancy including, but not limited to, your rent account, to arrange repairs or to carry out any enforcement action • Managing all aspects of your tenancy • Undertaking recovery action relating to rechargeable repairs and/or former tenants arrears • Analysing data following consultations 	Contract, Legal and Public Interest
What if I don't want to provide the Council with my personal information?	Unfortunately if you do not provide the information we require to consider your eligibility/suitability we will be unable to consider you for a tenancy. If you already hold a tenancy that is with, or is managed by the Council, then we are likely to hold the relevant information about you already in line with our data retention policy. This also applies to former tenants.	
Will you share my personal information with third parties?	<p>It may be necessary to share your information with other third party organisations in order to fulfil duties and obligations relating to the service functions. These may include:</p> <ul style="list-style-type: none"> • Ministry of Housing, Communities and Local Government and Cabinet Office – the Council is required to submit returns with these Government Departments for research and 	

	<p>statistical purposes</p> <ul style="list-style-type: none"> • Department of Work and Pensions – the Council may have to provide information for example, to request an Alternative Payment Arrangement under Universal Credit • Ministry of Justice HM Courts and Tribunals Service the Council will need to provide information relating to any applications to court • Ministry of Justice HM Prison and Probation Service (National Probation Service) – the Council may need to share your information should you be receiving support as an offender or a victim of crime • Tenancy Deposit Scheme (TDS) or equivalent – to meet legislative requirements the Council is required to share your tenancy information with a Government approved tenancy deposit protection scheme if a bond/deposit has been paid under your tenancy • Interested party – the Council will share your tenancy information with your landlord if you have an assured shorthold tenancy • Other third party organisations – including, but not limited to, utility companies as well as contractors and consultants appointed via the Council to undertake works to support the delivery of the housing management service • Other internal Council Departments – those that assist in the delivery of the service functions <p>Should we become aware of possible welfare concerns whilst carrying out our duties, information may be passed to the relevant authorities</p>
<p>Which third parties process my personal information?</p>	<p>The following third party organisations may process information about you:</p> <ul style="list-style-type: none"> • Northgate Public Services – the Council’s IT provider Northgate may have to access the system on occasions where there is a fault • Capita – the Council uses Pay360 software as part of its corporate income management processes. The provider may have to access the system where there is a fault or a system development is required • Qube Global Software – the Council’s housing management software provider may have to access the system where there is a fault or a system development is required • Other individuals/organisations – the Council will share tenancy information in response to a reference request
<p>National Fraud Initiative</p>	<p>This authority/organisation is required by law to protect the public funds it administers. It may share information provided to it with other bodies responsible for; auditing, or administering public funds, or where undertaking a public function, in order to prevent and detect fraud.</p> <p>The Cabinet Office is responsible for carrying out data matching exercises.</p> <p>Data matching involves comparing computer records held by one body against other computer records held by the same or</p>

	<p>another body to see how far they match. This is usually personal information. Computerised data matching allows potentially fraudulent claims and payments to be identified. Where a match is found it may indicate that there is an inconsistency which requires further investigation. No assumption can be made as to whether there is fraud, error or other explanation until an investigation is carried out.</p> <p>We participate in the Cabinet Office's National Fraud Initiative: a data matching exercise to assist in the prevention and detection of fraud. We are required to provide particular sets of data to the Minister for the Cabinet Office for matching for each exercise, as detailed here.</p> <p>The use of data by the Cabinet Office in a data matching exercise is carried out with statutory authority under Part 6 of the Local Audit and Accountability Act 2014. It does not require the consent of the individuals concerned under the Data Protection Act 2018.</p> <p>Data matching by the Cabinet Office is subject to a Code of Practice.</p> <p>View further information on the Cabinet Office's legal powers and the reasons why it matches particular information.</p> <p>Further information on data matching Telephone: 01429266522</p>
<p>How long will you keep my data</p>	<p>We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Details of retention periods for different aspects of your personal information are available in our retention policy which is available from www.hartlepool.gov.uk/retention-schedules.</p>
<p>Your rights in connection with personal information</p>	<p>Under certain circumstances, by law you have the right to:</p> <ul style="list-style-type: none"> • have inaccurate or incomplete data we hold on you corrected • request the erasure of personal data we hold • object to processing • request the restriction of processing of your personal data • request the transfer of your personal data • Request access to your personal information <p>If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Data Protection Officer in writing.</p> <p>For further information on your rights please visit: www.hartlepool.gov.uk/GDPR</p>