

PRIVACY NOTICE - STRATEGIC ASSET MANAGEMENT – HOUSING
APPLICABLE TO QUALITY HOMES LETTING AGENCY LANDLORD CLIENTS

The following information provides details on how we may collect, use and where appropriate share personal information in relation to planning in accordance with the General Data Protection Regulations (GDPR). It should be read in conjunction with the Council's privacy notice document.

Why we collect your information	Hartlepool Borough Council will collect your personal information for the purposes of delivering Council's housing management services.
What information do you collect about me?	<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 your current address, telephone number(s) and email address plus contact details for any agreed representative(s) • Address of your rental property • Bank account details to process payments to you • Landlord account records and associated statements • Management contract • Identification records including copies of documentation you have provided • Documentation relating to the rental property such as insurance policies, warranties, property leasehold agreements, assured shorthold tenancy agreements, prescribed information for tenancy deposits, selective licensing applications and records relating to safety checks • Correspondence in relation to your contract with the Council including notes of telephone calls and e-mails that are sent and received by the Council • Personal and professional opinions
Will you collect more sensitive personal information about me?	We do not routinely collect information categorised as sensitive unless a business need arises and it is relevant to do so.
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.
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> <p>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.</p>

	<p>processing is necessary for compliance with a legal obligation to which the controller is subject.</p> <p>processing is necessary in order to protect the vital interests of the data subject or of another natural person.</p> <p>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.</p> <p>the data subject has given consent to the processing of his or her personal data for one or more specific purposes.</p>				
In what situations will you use my personal data?	<table border="1"> <thead> <tr> <th>Reason for processing</th> <th>Basis</th> </tr> </thead> <tbody> <tr> <td> <p>We will use your personal data for</p> <ul style="list-style-type: none"> • Verifying your identification • Creating management contracts • Contacting you about matters concerning the management of your property • Undertaking duties in line with contractual arrangements </td> <td>Contract and Legal</td> </tr> </tbody> </table>	Reason for processing	Basis	<p>We will use your personal data for</p> <ul style="list-style-type: none"> • Verifying your identification • Creating management contracts • Contacting you about matters concerning the management of your property • Undertaking duties in line with contractual arrangements 	Contract and Legal
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What if I don't want to provide the Council with my personal information?	Unfortunately if you do not provide the information as described above we will be unable to offer our property management services to you.				
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"> • Department of Work and Pensions – the Council may have to provide information for example to request an Alternative Payment Arrangement under Universal Credit for your tenant • Ministry of Justice HM Courts and Tribunals Service – the Council will need to provide information relating to any applications to court • Tenancy Deposit Scheme (TDS) or equivalent – in order to meet legislative requirements the Council is required to share your information with a Government approved tenancy deposit protection scheme if your tenant has paid a bond/deposit • Interested party – the Council will share your information with the tenant(s) in an assured shorthold tenancy agreement for example, your name, home address and confirmation as to whether to rental property is subject to a mortgage • HM Revenue and Customs – in order to meet legislative requirements regarding the payment of tax where the property owner is deemed to be a non-resident landlord • 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 service • Other internal Council Departments – those that assist in the delivery of the service functions 				
Which third parties process my personal information?	The following third party organisations may process information				

	<p>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. • 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.
<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>