



Council / Social Housing Privacy Notice

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Council/Social Housing Privacy Notice

Wigan Council (“a data controller”) is committed to protecting the privacy and security of your personal information.

Wigan Council manages over 22,500 properties across the borough and refers to other social housing providers, letting agents and landlords across the borough. This notice relates to the application process for accommodation, including homelessness. The management of the Council stock including tenancy/leasehold management; rent and arrears: adaptations, repairs and maintenance; and tenant involvement.

Our core obligations under the general data protection regulations (GDPR) and commitments are set out in the [Council’s primary privacy notice](#).

This notice provides additional privacy information for:

- Housing register applicants
- Current Wigan Council tenants
- Former Council tenants
- Leaseholders living in former Wigan Council property
- Complainants regarding Council Tenants
- Attendees at Council Housing meetings, functions and events

It describes how we collect, use and share personal information about you:

- Before, during and after your relationship with us ends and
- The types of personal information we need to process, including information the law describes as ‘special because of its sensitivity

It is important that you read this notice, together with any other privacy information so that you are aware of how and why we use your personal information.

We collect Special Information:

The law treats some types of personal information as ‘special’ because the information requires more protection due to its sensitivity. This information consists of:

- Racial or ethnic origin
- Sexuality and sexual life
- Religious or philosophical beliefs
- Trade Union membership
- Political opinions
- Genetic and bio-metric data
- Physical or mental health

- Criminal convictions and offences

Purpose(s):

The main purposes for processing your personal information are:

- To provide advice on housing options available to you
- To enable us to provide you with accommodation
- To provide advice about services to meet your needs
- Managing your account charges and payments including arrears and welfare advice
- Managing the repairs, maintenance and adaptations of our properties
- To enable us to meet our statutory and legal duties relating to social housing and homelessness
- To ensure that tenancy conditions are complied with such as dealing with anti social behaviour or fraud
- We also conduct research and analysis to help improve services and evaluate performance. Where possible this is anonymised
- We also conduct surveys in relation to services in order to gauge satisfaction and improve services
- To assess your suitability to become a Tenant Panel Member

Categories of personal data:

In order to carry out activities and obligations as a landlord, social housing register manager, statutory body for homelessness we process personal information in relation to:

- Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses
- Personal demographics for applicants and tenants(including date of birth, gender, marital status, civil partnerships)
- Contact details such as names, addresses, personal e-mail address, telephone numbers
- Bank account details, payroll and tax/national insurance status information

Special Categories:

We may also collect, store and use the following "special categories" of more sensitive personal information:

- Information about your race or ethnicity, religious beliefs, sexual orientation opinions (including ensuring meaningful equal opportunities monitoring and reporting)
- Information about your health
- Financial information
- Offences (including alleged offences), criminal proceedings, outcomes and sentences

The legal bases we rely on for processing your personal information are:

- Necessary for compliance with as legal or statutory obligation
- Necessary to enter into a tenancy

- Necessary to comply with the tenancy agreement
- Necessary enforce the tenancy agreement
- To protect you from harm

If you we intend to use your information beyond legal obligations or to exercise specific rights. We will seek your consent to process your information and full guidance will be provided.

AUTOMATED DECISION-MAKING

All the decisions we make about you involve human intervention with the exception of allocation of points in relation to your application for housing which is generated from the information you submit.

COOKIES

To find out how we use cookies please [see our cookie notice](#).

DATA SHARING

In addition to the general reasons for information sharing described in the [Council's primary privacy notice](#):

- Police
- Adult Social Care
- Children's social care
- Probation
- Health and social care organisations
- Fire and rescue service
- Registered social landlords
- Voluntary organisations
- Other local authorities
- Building and Maintenance Contractors
- Council Tax
- Housing Benefits
- The Department for Work and Pensions
- External Enforcement Agents

We also collect or receive information from external parties such as:

- Police
- Adult Social Care
- Children's social care
- Probation
- Health and social care organisations
- Fire and rescue service
- Registered social landlords
- Voluntary organisations
- Other local authorities
- Building and Maintenance Contractors
- Council Tax

- Housing Benefits
- External Enforcement Agents

DATA RETENTION

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 future legal, accounting, or reporting requirements.

We must continue to retain necessary information in accordance with our corporate records policy to fulfil legal, statutory and regulatory requirements.

RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION

- You have the right to ask for your information and there will not be a charge for you to do so. This is known as a [subject access request](#) and we act in accordance with this policy
- To ask for your information to be corrected if it is inaccurate or incomplete.
- To ask for your information to be deleted or removed where there is no need for us to continue processing it. (right to be forgotten)
- To ask us to restrict the use of your information
- To ask us to copy or transfer your information from one IT system to another in a safe and secure way without impacting the quality of the information.
- To object to how your information is used
- To challenge any decisions made without human intervention (automated decision making)

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is in our view unreasonable or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

RIGHT TO WITHDRAW CONSENT AT ANYTIME

Where the legal reason for processing your personal information is based on your consent, you have the right to withdraw your consent at any time, without affecting the lawfulness of our processing prior to the withdrawal of your consent.

If you do not provide consent, we may not be able to perform the contract we have entered into with you to allocate you accommodation, or we may be prevented from complying with our legal obligations such as assessing your housing need or manage your tenancy.

If you wish to withdraw consent you should email GDPRQueries@wigan.gov.uk who will process your request within 14 days.

YOUR RIGHTS

In addition to the above you have legal rights in relation to your personal information. You have a right to be informed about how and why your personal information is being processed. This notice fulfils that obligation.

Full details are contained within the [Council's Primary Privacy Notice](#) and should be read before consenting to this document.

To ask for access to your information you should contact GDPRQueries@wigan.gov.uk or refer to subject access request on website.

DATA PROTECTION OFFICER

If you wish to raise a concern or discuss any aspect of this notice please contact our Data Protection Officer at GDPRQueries@wigan.gov.uk .

If you are unhappy with the way that we handle your concern you may complain to the [Information Commissioners Office \(ICO\)](#) at:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

The Information Commissioners Office deals with concerns and complaints relating to data protection (GDPR) and freedom of information legislation.

CHANGES TO THIS PRIVACY NOTICE

We may update or revise this privacy notice from time to time and will provide supplementary privacy information as is necessary.