



Council/Social Housing Privacy Notice

Document Control	
Document title	Council/Social Housing Privacy Notice
Purpose	
Author	
Date of publication	
Owner/responsibility	Kathryn Perry
Distribution	LanConsent/Other
Version	Date Comments
1.0	
2.0	April 2021
3.0	October 2021
4.0	May 2022
5.0	July 2023 – updates to format and data sharing

This Privacy Notice was last updated in July 2023. It is regularly reviewed and may be updated or revised at any time. Please refer to this page for the most up-to-date information [Council Social Housing Privacy Notice \(wigan.gov.uk\)](https://www.wigan.gov.uk/council-social-housing-privacy-notice).

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes.

1. INTRODUCTION

Our core data protection obligations and commitments are set out in the Council's Primary Privacy Notice.

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.

2. WHAT PERSONAL INFORMATION DO WE COLLECT

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

- Name
- Title
- Address
- Telephone number
- Email address
- Date of birth
- Gender
- Marital status
- Civil partnerships
- Bank account details, payroll and tax/national insurance information
- Survey responses

Please note that this is not an exhaustive list.

We may also collect, store and use special categories of more sensitive personal information. This may include, but is not limited to:

- Race/ethnicity
- Religious beliefs
- Sexual orientation

- Information about your health
- Financial information
- Offences (including alleged offences), criminal proceedings, outcomes and sentences.



3. HOW WE USE PERSONAL INFORMATION

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 and to apply the breathing space scheme (where applicable)
- 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.
- To provide sheltered accommodation and out of hours support to residents in Sheltered Accommodation and extra care.

4. LEGAL BASIS FOR PROCESSING

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

- It is necessary for compliance with a legal or statutory obligation
- It is necessary for us to carry out a public task in the public interest
- It is necessary for us to perform obligations under a contract
- You have given consent

5. WHO DO WE SHARE PERSONAL INFORMATION WITH

In addition to the general reasons for information sharing described in the Council's primary privacy notice, we may share information with the following parties to undertake responsibilities under homelessness legislation, prevention of anti-social behaviour and allocation work on behalf of other social housing landlords. We may also share information with the legal team or with the Court where this is necessary to assist with legal proceedings. We may also share information to access services that are coordinated around the needs of an individual, reducing risk, and promoting wellbeing. It is essential to share information regarding safeguarding and welfare concerns, early intervention, and preventative work and for wider public protection.

- 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.
- With your consent, other organisations delivering initiatives that have the potential to reduce energy bills
- With your consent, Madequip, who provide out of hours support to residents in Sheltered Accommodation.

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.

The Council is also now required to share information about you and your debts with your debt advisor or the Insolvency Service where you are registered with the breathing space scheme. For more information on the scheme, please visit <https://www.gov.uk/government/publications/debt-respite-scheme-breathing-space-guidance/debt-respite-scheme-breathing-space-guidance-for-creditors>.

Please note that this is not an exhaustive list.

6. HOW LONG DO WE KEEP PERSONAL INFORMATION

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 Management Policy to fulfil legal, statutory and regulatory requirements.

7. AUTOMATED DECISIONS

All the decisions we make about you will involve human intervention.

8. COOKIES

To find out how we use cookies, please see [Cookies \(wigan.gov.uk\)](#).

9. YOUR RIGHTS

More information on how to seek advice in order to exercise your rights, raise a concern or complain about the handling of your personal information by the council can be found in [Wigan Borough Council Primary Privacy Notice](#).

