



Property Maintenance Privacy Notice

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Property Maintenance Privacy Notice

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

Wigan Council’s Property Maintenance section provides a repairs and maintenance service to over 11,500 social houses and provides an adaptation repairs service to both private and social housing across the whole of the Borough. In addition, the service provides a repairs and maintenance service to public buildings and schools across the whole Borough including providing Fire Alarm and Emergency Lighting servicing to a large number of the schools and public buildings. This notice relates to the repairs and maintenance process.

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:

- Current Wigan Council tenants/residents
- Former Council tenants/residents

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 carry out repairs, maintenance and adaptation work within your property

Categories of personal data:

In order to carry out activities and obligations as a repairs and maintenance provider we process personal information in relation to:

- Personal contact details such as name, title, addresses and telephone numbers
- Contact details such as name, title, addresses and telephone numbers

Special Categories:

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

- Information regarding health conditions relevant when carrying out repairs, maintenance and adaptation work in your property
- Offences (including alleged offences)

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

- Necessary for compliance with a legal or statutory obligation
- To protect you from harm

If 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.

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, we may share your information with:

- Building Maintenance and Repair Contractors
- Greater Manchester Police
- Internal Council Departments such as Adult and Children's Social Care
- Probation Service
- Other Local Authorities
- Registered Social/Private Landlords
- Voluntary Organisations

- Greater Manchester Fire and Rescue Service
- External Enforcement Agents
- Health and Safety Executive (HSE)

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

- Building Maintenance and Repair Contractors
- Greater Manchester Police
- Internal Council Departments such as Adult and Children's Social Care
- Probation Service
- Other Local Authorities
- Registered Social/Private Landlords
- Voluntary Organisations
- Greater Manchester Fire and Rescue Service
- External Enforcement Agents
- Health and Safety Executive (HSE)

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.

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 any time

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 carry out repairs to your property, or we may be prevented from complying with our legal obligations.

If you wish to withdraw consent you should email GDPRQueries@wigan.gov.uk in writing 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 the 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.