



Privacy Notice for Eastbourne Homes Limited

Eastbourne Homes Limited is a data controller and collects your personal information in order to process your tenancy with us. Eastbourne Borough Council (EBC) process your personal information on our behalf.

This privacy notice tells you what to expect when we collect and store personnel and special category (sensitive) personal information.

Why we are collecting your data

During your tenancy we may collect and process information about you and members of your household.

We do this to:

- Manage your tenancy and the property it relates to
- Monitor compliance with the terms of your tenancy or service agreement
- Deliver support for special needs to you or any member of your household
- Conduct surveys in order to monitor and improve our services
- Monitoring services to ensure they are delivered in a fair and equitable way
- Provide information about our performance and services through newsletters

What is the legal basis for processing this data?

We do this as a task carried out in the public interest in line with housing legislation. We will not be able to provide the service requested without the personal data you provide us with.

Who will your information be shared with?

We share your information with Eastbourne Borough Council as part of the Management Agreement with them in order that they can manage our housing stock for us.

We may check information provided by you, or information about you provided by a third party, with other information we hold. We may also get information from third parties, or give information to them to check the accuracy of information, to prevent or detect crime, or to protect public funds, if the law allows it. These third parties include the NHS, other local authorities and government departments such as the Department for Work and Pensions and Her Majesty's Revenue and Customs.

Where we need to disclose sensitive information such as medical details to a third party, we will do so once we have obtained your explicit consent, or where we are legally required to. We may disclose information when necessary to prevent risk of harm to an individual.

We also share information:

- To allow us to tailor our services to you
- To deal with rent arrears (e.g. tracing and/or debt collection agencies)
- To deal with unpaid bills, e.g. utility or council tax bills - we may need to pass on your forwarding address
- To help us communicate with you (e.g. we sometimes use external printers, translators etc.)
- To assist the Police in solving crime and investigating anti-social behaviour.
- EHL may share data for fraud prevention or investigation.
- We share limited personal information of our residents with external contractors. Such as name, address and telephone number.

Examples include:

- Repairs and maintenance contractors
- Out of hours call centre service
- Health and safety and compliance checks (e.g. gas servicing, lifts, asbestos, legionella).

We will only share the minimum information necessary for the contractor to carry out their services on our behalf. If you have any concerns about a company operating for us, or information that's been shared with an external company, please contact us using the details below.

We will not

- Use your information for marketing or sales purposes without your prior explicit consent.
- Send or store your data abroad.
- Make decisions about you based on automated processing.

How long will we hold your data for?

We will keep your data as long as you are a tenant with us plus six years.

Your rights

You are entitled to request a copy of any information about you that we hold. Any such requests must be made in writing. If the information we hold about you is inaccurate you have a right to have this corrected and you have the right to request completion of incomplete data.

You have the right to request the erasure of your personal data in certain circumstances ('right to be forgotten').

You have the right to request that we stop, or restrict the processing of your personal data, in certain circumstances. Where possible we will seek to comply with your request, but we may be required to hold or process information to comply with a legal requirement.

If you are dissatisfied with how the councils have used your personal information you have a right to complain to the Information Commissioner's Office at casework@ico.org.uk

Further information about how Lewes District Council and Eastbourne Borough Council process personal data can be found on the [privacy notice page](#) of their website.

Identity of Data Protection Officer

Oliver Dixon, Head of Legal and Data Protection Officer

Contact details

Lewes District Council and Eastbourne Borough Council
Eastbourne Town Hall, Grove Road, Eastbourne, BN21 4UG

Email: accesstoinformation@lewes-eastbourne.gov.uk

Tel: 01323 410000