



Privacy Notice for Neighbourhood Housing

Why we are collecting your data

Lewes District Council and Eastbourne Borough Council are data controllers and collect your personal data in order to provide the housing and support services you have requested from us.

We will only collect the personal data from you to deliver the following:

- Assess housing and re-housing needs
- Delivering our housing and support services in the community
- Meeting our regulator requirement by consulting with you on any major changes to our service.
- Managing your tenancy/lease
- Monitoring services to ensure they are delivered in a fair and equitable way
- Monitoring services to support future service development and delivery
- Monitoring services to provide statistical data for governance and compliance purposes.

What is the legal basis for processing this data?

We do this either as a task carried out in the public interest, for the performance of a contract with you or to protect your vital interests in line with relevant legislation.

Who will your information be shared with?

Homes First may need to pass the personal information that we collect from you on to other agencies and partners e.g. Social Services, NHS, Police, Fire and Rescue Service. This will not be done unless it will contribute to us being able to meet your accommodation and support needs, or unless we feel there is a threat to your own safety or the safety of others.

We may also need to contact these agencies to 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, local authorities and government departments such as; the Department for Work and Pensions (DWP) and Her Majesty's Revenue and Customs (HMRC).

Where we need to disclose sensitive information such as medical details to a third party, we will only 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 may also share your information with approved contractors such as our repairs contractors or contractors providing a service on our behalf such as Acuity. As a council we work with Acuity Research to gather feedback on

- specific housing services provided e.g. following the completion of a repair,
- what our tenants think more generally about our housing services.

We use this feedback to improve services and some information e.g. the percentage of our customers satisfied with our overall housing service we are required to provide to the Regulator of Social Housing.

You may be asked to take part in surveys. If you do not wish for your personal data to be shared with Acuity Research, you can contact us as below and we will ensure your personal data is not shared with them.

The councils are required by law to protect the public funds they administer. We may use any of the information you provided for the prevention and detection of fraud. We may also share information with other bodies that are responsible for auditing or administering public funds, including the Cabinet Office to assist in the prevention and detection of fraud.

Providing accurate information

It is important that we hold accurate and up to date information about you in order to assess your needs and deliver appropriate services. If any of your details change please tell us as soon as possible so that we can update your records.

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 or leaseholder with us plus six years.



Your rights

You are entitled to request a copy of any information about you that we hold.

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 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.

You have the right to object to the processing of your personal data in certain circumstances. We may still be required to hold or process information if there are legitimate grounds for doing so.

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

Identity of Data Protection Officer

Oliver Dixon, Senior Lawyer 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