



Northumberland

County Council

This is Your Personal Data

Private Sector Housing

How we handle your information

Information for the public

Everyone working within the Private Sector Housing Team has a legal duty to keep and process information about you in accordance with the law.

This document explains why we ask for your personal information, how that information will be used and how you can access your records.

Why is information recorded about me?

We use information about tenants enable us to carry tenant reference checks for which we are responsible and to provide you with a service.

We keep records about the tenants who approach the Council for assistance with a bond guarantee and about tenants who we actively carry out reference checks on, in order to provide them with a bond guarantee. These may be written down (manual records), or kept on a computer (electronic records).

These records may include:

- your name and any previous names, DOB, address, telephone number and email address, previous housing history, income and expenditure, arrears and debt information and additional household details
- contact we have had with you
- notes and reports about circumstances that are relevant to your reference checks
- details and records about the service you have received from us
- relevant information from other people that we have been in contact with in relation to the service that you have received

What is the information used for?

Your records are used to help ensure that we provide you with the service that you need, such as

- carryout your reference checks
- provide you with a bond guarantee
- sending you the results of your reference checks (can or cannot recommend)

It is important that your records are accurate and up-to-date as they will help make sure that our staff are able to provide you with the help, advice or support you need.

If you do not provide us with this information then we will not be able to:

- carryout your reference checks
- send you the results of your reference checks (can or cannot recommend)
- provide you with a bond agreement

How long for?

In order to provide you with this service, we rely on the legal basis of Consent. Your details will be kept for **three years**. Processing is kept to a minimum and will only be processed in accordance with the law.

When other agencies are involved in your reference checks, for example where further information may be needed about you in order to make an informed decision about your referencing, we may need to share details about you to enable us to gather accurate results.

Information will only be shared with third parties if they have genuine and lawful need for it.

Occasions when your information needs to be disclosed (shared) include:

- for safeguarding purposes
- when the law requires us to pass on information under special circumstances,
- crime prevention or the detection of fraud as part of the National Fraud Initiative

Anyone who receives information from us has a legal duty to keep it confidential

We are required by law to report certain information to appropriate authorities – for example:

- as part of the National Fraud Initiative, where we believe tenancy or benefit fraud may have taken place

Partner organisations

The Private Sector Team will sometimes work with partner organisations to continue to provide a service to you and to provide a duty of care to the public.

These could include:

- relevant Internal Departments within Northumberland County Council
- other local authorities

Information will be processed within the EEA and will not be shared with overseas recipient.

Can I see my records?

The General Data Protection Regulation allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject access' and applies to your Private Sector Housing Team records along with all other personal records.

If you wish to see a copy of your records you should submit a Subject Access Request which is available on our website or by contacting the Information Governance Office directly. You are entitled to receive a copy of your records free of charge, within a month.

In certain circumstances access to your records may be limited, for example, if the records you have asked for contain information relating to another person.



Do I have Other Rights?

Data Protection laws gives you the right:

1. To be informed why, where and how we use your information.
2. To ask for access to your information
3. To ask for information to be corrected if inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. 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.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making).
9. To lodge a complaint with the Information Commissioner's Office whose contact details are below.
10. If our processing is based upon your consent, to withdraw your consent.

Further information

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this leaflet, please tell us. Please contact the Private Rented Sector Team on 01670 622299 or privatesectorhousing@northumberland.gov.uk
Data Protection Officer: informationgovernance@northumberland.gov.uk

You also have the right to complain to the Information Commissioner's Office if you are unhappy with the way we process your data. Details can be found on the ICO website, or you may write to the ICO at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Email: casework@ico.org.uk