

Privacy Notice for Housing Services

This privacy notice explains what information Housing Services collects, the purposes for which it is collected and who we share the information with.

Purpose for processing your information

The information we process is only used for our core Housing activities such as managing housing, procuring housing, supplying housing and providing housing needs services.

We collect the following information

We collect detailed personal information about Council tenants, Homeless Applicants & Service users and other household members, including age, sex, date of birth, ethnicity, income, national insurance number, income and benefits details, employment status, gender identity, relationship status, any disabilities, any communication and accessibility requirements, religion, sexuality, nationality, caring responsibilities, access to financial services such as banks and credit unions, bank details, benefits, council tax, medical information and details of any unspent criminal convictions.

The information we collect is only used for the above intended purpose. If we intend to use it for any other purpose we will ask you first. In some cases, the Council may use your information for another purpose if it has a legal duty to do so, to provide a complete service to you, to prevent and detect fraud, or if there is a risk of serious harm or threat to life.

How we collect your information

Most information we hold will be collected from you but we may also obtain this from third parties such as a local authority or a previous landlord.

We collect information in a number of ways, for example, by letter, email, face-to-face, telephone, surveys, online forms and electronic transfer of information such as rent and service charge payments.

Who the information is shared with

The information we collect is routinely shared with other Council services, other local authorities, government departments, third parties, the police, health and social care organisations and educational establishments as well as contractors/sub contractors, suppliers and registered providers (housing associations).

How long do we keep your information?

The information will be kept private and stored securely until it is no longer required.

Your rights and access to your information

You have the right to request a copy of the information that we hold about you.

The new General Data Protection Regulation also gives you additional rights about the information we hold about you and how we use it, including the right to:

- Withdraw consent and the right to object and restrict further processing of your data; however, this may affect service delivery to you.
- Request to have your data deleted where there is no compelling reason for its continued processing and provided that there are no legitimate grounds for retaining it.
- Request your data to be rectified if it is inaccurate or incomplete
- Have your data transferred or copied should you move to another authority
- Not be subject to automated decision-making including profiling

To submit a Subject Access Request visit our [request](#) page.

If you have any concerns

Please contact us if you would like to know more about the information we hold about you and how we use it: email housing.customerservices@harrow.gov.uk

You have a right to complain to us if you think we have not complied with our obligation for handling your personal information; please visit our [Compliments and Complaints](#) page.

If you are not satisfied with the Council's response you have a right to complain to the Information Commissioner's Office (ICO). You can [report a concern by visiting the ICO website](#).

Automated Decision Making

We do not carry out any automated decision making.

Housing Privacy Notice, May 2018

Changes in your circumstances

You must notify us immediately if there are any changes in your circumstances and personal details so we can maintain an accurate and up to date record of your information.