

## **Privacy Notice for Choice Based Lettings**

**Reviewed Nov 2021  
V2.0**



# Choice Based Lettings Services (CBL)

Our core data protection obligations and commitments are set out in the council's **primary** privacy notice at [www.bolton.gov.uk](http://www.bolton.gov.uk)

This notice provides additional privacy information for:

- People accessing and using the CBL service
- Partners working with Bolton Council

It describes how we collect, use and share personal information about you

- In relation to choice based lettings
- 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 we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

The information collected and held will vary dependent on the service used.

## Purposes

We collect your personal information for the following purposes:

- To process and assess your application in order to deliver the service to you
- To share with housing associations who may allocate you properties
- To comply with the Housing Act for the allocation of social housing
- The prevention and detection of crime
- To conduct appropriate checks e.g. former tenancies, criminal convictions

## Categories of personal data

In order to carry out these purposes we collect and obtain:

- Basic details about you and other household members such as name, address, telephone number, email address.
- Ethnicity and nationality – special category data
- Any disabilities as defined in the Equality Act 2010 – special category data
- Criminal offence history
- Previous address history
- Household circumstances
- Financial information – rent payment histories
- Contact we have had with you, such as any correspondence and complaints

## Legal basis for processing

The legal basis for processing your personal information is:

- performing or exercising obligations under law e.g. Housing Act 1996 & Rehabilitation of Offenders Act 1974
- you have entered into a contract with us for us to help find appropriate accommodation for you
- processing is necessary for reasons of substantial public interest

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you or we may be prevented from complying with our legal obligations.

## Information sharing/recipients

We may share personal information about you with the following types of organisations:

- National Fraud Initiative - This authority is under a duty to protect the public funds it administers;
- Greater Manchester Police – or any Police Force as required; Police Officers may be provided with information for the detection and/or prevention of crime, and to undertake appropriate checks;
- Department of Work and Pensions ;
- Housing Associations(Adactus Housing Group - Manchester Move only, Arcon Housing Association, Bolton At Home, City South, Clarion Housing, Contour Homes, Eastlands Homes, Find a Room, Great Places Housing Group, Hanover Housing Association, Homes for Bolton, Irwell Valley Housing Association Ltd, Manchester, Mosscares Housing, Mosscares St Vincents Housing Group Limited, Northwards Housing, Parkway Green Housing Trust, Pendleton Together, People First, Places for People Group, Riverside, Rochdale Boroughwide Housing, Salford Homesearch, Salvation Army HA, Sanctuary Housing, Southway Housing Trust, The Guinness Partnership, Trafford Housing Trust, Willow Park Housing Trust, Your Housing Group ) – in order to review your application and allocating housing where appropriate;
- Teams within the Council in order to provide our services e.g. Housing Options;
- Any agencies you may have consented to completing the application on your behalf e.g. Citizens Advice Bureau;
- landlords who may provide supported or temporary accommodation;
- Agencies who may provide support to the applicant with a service.

There may be certain circumstances where we would share your personal data where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Only the minimum information for the purpose will be shared.

As well as information collected directly from you, we also obtain or receive information from:

- Greater Manchester Police – in relation to any criminal offences we may need to be aware of;
- Occupational therapists – in relation to your particular housing needs;
- Pinpointhousingoptions.org – where you may have previously asked for advise we can use this to cross-reference with your application;
- Previous landlords – to provide information to support your application

## Automated Decisions

For this service:

- We may make automated decisions about you in respect of banding for your application in regards to housing allocation

## Data retention/criteria

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

## Rights of individuals

You have certain rights in relation to the council's use of your personal information.

To find out more about how these rights apply in particular circumstances, please refer to our [Guide to exercising your rights](#) or alternatively visit the Information Commissioner's web site at [www.ico.org.uk](http://www.ico.org.uk)

If you wish to exercise your rights or to raise a concern about the handling of your personal information by the council, please contact our Information Governance Team at [information.security@bolton.gov.uk](mailto:information.security@bolton.gov.uk).

If you are still unsatisfied you should contact **The Information Commissioner's Office** by post at the ICO, Wycliffe House

## **Updates to Privacy Notice**

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details