

Privacy Notice for Homelessness

**Reviewed Nov 2021
V1.0**



Homelessness

Our core data protection obligations and commitments are set out in the council's **primary** privacy notice at www.bolton.gov.uk

This notice provides additional privacy information for:

- Members of the public accessing the homelessness service
- Partners working with Bolton Council

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

- In relation to homelessness including decision, appeals and accommodation
- 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 assess your situation;
- to contact you about your situation and the information you have provided;
- to request you to provide documents to prove your homelessness or threatened homelessness and your situation;
- to contact third parties with your personal information to request further personal information about you; and
- refer you to third parties and / or other agencies that may be able to help you
- to make a decision based on your circumstances;
- to deliver statutory duties on homelessness set out in the Housing Act 1996 including Part 7, Homelessness Act 2002 and Homelessness Reduction Act 2017.

Categories of personal data

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

- name
- address
- contact number
- gender
- sexuality and sexual life – special category data
- address history
- criminal offence history
- income details
- ethnicity details – special category data
- drug/alcohol misuse
- medical issues – special category data
- previous agency involvement
- physical or mental health – special category data
- confirmed risk e.g. to self, children, staff or others – special category data

Legal basis for processing

The legal basis for processing your personal information is:

- Performing or exercising obligations under law (Housing Act 1996 including Part 7, Homelessness Act 2002 and Homelessness Reduction Act 2017. We also advise and assist under the Landlord and Tenant Act 1985, the Housing Act 1988, The Housing Act 1996, Protection from Eviction Act 1977).
- 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 receive and share personal information about you with the following types of organisations:

- Social services and related agencies
- NHS medical professionals
- Doctor or associated Doctor's surgery staff
- Police
- Probation/CRC
- Housing Associations

- BYPHS
- Supported Accommodation
- The Bond Board
- Urban Outreach
- Endeavour
- Fortalice
- Other departments within Bolton Council
- Other Local Authorities
- Citizens' Advice Bureau
- Solicitors
- Private Landlords
- Lettings Agents/Mortgage lending companies
- Friends/relatives
- Education services
- Department of work and pension
- Employers
- Courts

We will not normally share your information with organisations other than our partner organisations; however, there may be certain circumstances where we would share without consent such as 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.

Automated Decisions

For this service:

- All decisions involve human interaction.

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

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.

If you are still unsatisfied you should contact **The Information Commissioner's Office** by post at the ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone: 0303 123 1113

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