

# **Privacy Notice for Furnished Tenancy Team**

March 2023



## **Furnished Tenancy Service**

Our core data protection obligations and commitments are set out in the council's primary privacy notice at [Privacy notices – Bolton Council](#)

This notice provides additional privacy information for:

- Customers accessing the Furnished Tenancy Service
- Bolton Council Staff
- Suppliers
- Partners working with Bolton Council

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

- In relation to using Bolton Council's Furnished Tenancy Service
- the types of personal information we need to share

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.

## **Purposes**

The main reasons for processing your personal information are:

- To process your furnished tenancy referral to deliver the service to you
- Delivery of furniture items
- Contract with suppliers
- To conduct appropriate checks before carrying out visits

## **Categories of personal data**

In order to carry out our activities and obligations we process personal information in relation to:

- Full name and contact information, including email address and telephone number
- Personal demographics (including date of birth, NI number, gender and disability)
- Previous addresses
- Details about other household members such as name, telephone number and age
- Contact we have had with you, such as any visits, appointments, phone calls, conversations regarding your personal circumstances.
- Emails from other agencies that are relevant to you or your household, such as not to visit alone

We may also collect, store and use the following special and sensitive personal information:

- Information about our race or ethnicity and religious beliefs.
- Health and disability, but only if this is relevant to your current circumstances

## **Legal basis for processing**

The legal basis we rely on for processing your personal information is:

- You have entered into a contract with us for us to provide a service in relation to the supply of items of furniture to your tenancy.

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 (such as to ensure the health and safety of our workers).

## **Information sharing/recipients**

In addition to the general reasons for information sharing described in the council's primary privacy notice, we may share information about you with:

- your landlord in order to discuss your furniture agreement with regards to renewals etc
- suppliers – so they can arrange delivery and installation of the furniture items provide by us to you.
- any agencies you may have consented to in discussing your furniture package or your behalf
- any other family member / friend who you have consented to in discussing your furniture package on your behalf

## **Automated Decisions**

For this service:

- All the decisions we make about you involve human intervention

## **Data retention/criteria**

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any future legal, accounting, or reporting requirements.

Once your contract ends, we must continue to retain necessary information for a minimum of 6 years.

## 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, 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