

# **Privacy Notice**

# **Housing Services**

# **Team**

May 2023



## **Housing Services team**

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 using the Housing Services Team accommodation and support services.
- Bolton Council Staff
- Partners working with Bolton Council

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

- In relation to using Bolton Council's Housing Services Team.
- 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**

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 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 contact Housing Associations to address any former tenant's arrears you may have.
- to make a decision about your safe placement in one of our temporary accommodation properties.
- to deliver statutory temporary duties on homelessness set out in the Housing Act 1996 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:

- Fulfilling temporary accommodation duty obligations under law (Housing Act 1996 including Part 7/Section 188, Homelessness Act 2002 and Homelessness Reduction Act 2017).
- 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.

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

### **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
- Housing Associations/Bolton at Home
- Back Up Northwest
- 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 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 may exercise the rights listed below 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 from time to time and provide supplementary privacy information as is necessary to the Council's current workforce.