

## Privacy Notice for Housing Options

### Service description

Thanet District Council has a statutory duty to try to prevent & relieve homelessness as well as assess applications to join the Councils housing register. Housing legislation, including The Housing Act 1985, Housing Act 1996, the Homelessness Reduction Act 2017 and the Localism Act 2011 are the legal basis for providing you with the service you require, and the need to collect, store and use your personal information. We are committed to protecting the personal information we collect about you. This privacy notice explains what happens to the information we collect for the purposes of homelessness, rough sleeping, lettings and allocations.

### Information requirements

We will hold personal information about you such as your photograph, your name, date of birth, address and contact details (including telephone number(s) and email addresses), household and financial details, including your National Insurance number, and sometimes sensitive personal information relating to your health, special needs or alleged or actual criminal offences.

Thanet District Council complies with its obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

### Processing activity

We will collect enough personal information to deliver the following services:

- The administration of applications for and letting of housing including housing options and prevention of homelessness.
- The detection and prevention of crime and anti-social behaviour
- To provide a service as a Social landlord, including the recovery of rent arrears
- Administration of benefits
- Consideration of housing and assessment health needs.
- To assist tenants living in sheltered housing or clients of the Homeline service in emergency situations
- Housing management, repairs and maintenance, including fire prevention
- To investigate empty dwellings with a view to bringing them back into use
- Statistical and analytical purposes
- Administration of telecoms services

### Lawful bases

Our lawful bases for processing your personal information are:

- Legal Obligation

- Substantial Public Interest (in relation to special category data)
- Consent (in relation to some sharing)

## Data Processors

You provide your personal information through the Kent HomeChoice database hosted by Locata Housing Services. This company is a data processor for us and only processes personal information in line with our instructions.

## Data sharing

We may rely on a number of exemptions, which allow us to share information without needing to identify a lawful basis for the sharing and without needing to provide you with information about the sharing. Please refer to the Kent & Medway Information Agreement for further details on our sharing arrangements.

Also your personal information may be shared with and/or obtained from:

- Ombudsmen
- courts/tribunals
- housing associations
- external service providers
- local authorities
- Border Force
- Kent County Council (safeguarding)
- Department for Work and Pensions
- Prison Service
- The Ministry of Housing, Communities & Local Government (for the purpose of evaluating and researching homelessness nationally)
- Elected Councillors and/or Member of Parliament
- Our designated person (housing ombudsman related complaints)
- your nominated friend, relative or advocacy worker
- Porchlight
- Citizens Advice Bureau
- Kent HomeChoice/Locata Housing Services
- Refuge – (independent domestic violence advocate)
- YMCA
- private sector landlords
- lettings agents
- mortgage lending companies
- Jobcentre Plus
- the Ministry of Defence
- the Probation Service
- youth offending services
- health services
- employers
- secure training units
- friends and relatives you and your household may have been living with
- voluntary sector organisations
- Civica
- Supported housing providers
- Canterbury Housing Advice Centre

## Retention

We keep your personal information for the minimum period necessary and will be destroyed 5 years from the date your case has been closed. The information outlined in this Privacy Notice will be kept in accordance with our Retention Policy. All information will be held securely and disposed of confidentially.

Please refer to our Corporate Privacy Notice at [www.thanet.gov.uk/privacy](http://www.thanet.gov.uk/privacy) for further details of how we process your personal information and your rights.

## Your rights

The Data Protection Act 2018 in conjunction with the General Data Protection Regulation (GDPR) grants you a number of other rights. These include the right to rectify errors in your

records, the right to withdraw consent given to process your data, and the right to object to the use of your data.

You have the right to be told if we have made a mistake whilst processing your data and we will self-report breaches to the Information Commissioner.

For more information on your rights, how we process your personal information and how to make a subject access request, please visit [www.thanet.gov.uk/privacy](http://www.thanet.gov.uk/privacy) This is also available in other formats (e.g. print)

## **Complaints**

If you wish to complain about how we are processing your personal information please contact:

The Data Protection Officer  
Thanet District Council  
Cecil Street,  
Margate  
CT9 1XZ  
Email: [dataprotection@thanet.gov.uk](mailto:dataprotection@thanet.gov.uk)  
Tel: 01843 577000

You also have the right to complain to the Information Commissioner's Office, at:

The Information Commissioner,  
Wycliffe House, Water Lane, Wilmslow, Cheshire  
SK9 5AF.  
Phone: 0303 123 1113 or 01625 545745  
Website: [www.ico.org.uk](http://www.ico.org.uk)