

Privacy Notice – Housing Tenancy

This privacy notice explains how St Albans City & District Council (the Data Controller) will use any personal information we collect about you when you use our services.

What information do we collect about you?

The information that the Council will collect varies depending on how you use the Council's services. We are using the information provided in this case because we have a legal obligation (Art. 6(1)(c) of the UK General Data Protection Regulation (UK GDPR)). This means we collect your personal information from you so that we can carry out a function we are required by law to carry out. In this case we are collecting personal information so that we can provide you with housing.

If you are providing us with special category personal information (such as details about your health) we will be processing this under Art. 9(2) UK GDPR.

If you are providing us with criminal conviction personal information, we will be processing this under Art.10 UK GDPR.

How will we use the information about you?

We use the information to process your housing application and manage your tenancy. We may share the information with other departments at the Council or contractors who work with the Council, to enable us to deal with your application for housing and manage your tenancy. We will only share the information to enable us to deal with your tenancy matters.

We may share the information with other departments of the Council to enable us to manage your tenancy.

We may also share relevant personal information with utility providers where this is necessary to support tenancy set-up, meter registration, billing queries, debt prevention, safeguarding, or to resolve service issues.

We may be required to share your personal information with the Police, Internal Audit or similar agency, or another Council for the purposes of preventing and detecting fraud.

We may share the personal information you provide with CIFAS for the purposes of fraud prevention. They may share this with other fraud agencies and local authorities.

If any of the information you provide is inaccurate, this may affect your ability to obtain services from us and other organisations. Anyone knowingly making a false statement may be liable to prosecution.

We may contact you to enable you to participate in surveys, consultations, tenants' panels or similar engagements. This is part of our statutory obligations under the Social Housing (Regulation) Act 2023. You are not obliged to take part in any engagement.

We will ensure that all personal information is kept securely.

How long will we keep this information?

We will destroy this personal information in accordance with our Disposal Schedules. To determine how long we should keep information, we consider what the legislation states and what is good practice. This means we will securely destroy the information once we no longer need it.

If you would like to know the specific period of time that relates to your personal information, please contact GDPR@stalbans.gov.uk

CIFAS and other fraud agencies will retain your personal information in accordance with their disposal schedules. This can be up to a period of six years. Fraud prevention agencies such as CIFAS may transfer your data outside of the European Economic Area (EEA). However, they will impose contractual obligations to protect your personal data if they do this.

Individuals' Rights

You have a right to request a copy of the personal information that we hold about you. If you would like a copy of some or all of your information, please contact foi@stalbans.gov.uk and ask for a subject access request.

If you consider we hold inaccurate personal information about you, you can contact us to ask for this information to be corrected. We will consider your request and respond within one month. Please contact GDPR@stalbans.gov.uk.

You can find out more about your rights on our website:

<https://www.stalbans.gov.uk/sites/default/files/documents/publications/privacynotices/Individual%20Rights%20GDPR%20Website%20Notice.pdf>

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to make your use of the internet better.

For further information on how we use these and how you can control it, please visit:

<https://www.stalbans.gov.uk/cookies>

Changes to our Data Protection Policy

We have a Data Protection Policy in place and this can be found here:

<https://www.stalbans.gov.uk/sites/default/files/documents/publications/privacynotices/GDPR%20Personal%20Data%20Policy.pdf>

We review this policy annually.

Data Protection Officer

Our Data Protection Officer for the purposes of Articles 37 to 39 of the UK General Data Protection Regulation is Judith Adamson, Solicitor, Monitoring Officer. She can be contacted by emailing GDPR@stalbans.gov.uk or calling 01727 866100.

How to contact us

Please contact us if you have any questions about our Data Protection Policy, or concerns about how we handle your information by emailing foi@stalbans.gov.uk or writing to us at:

FOI Team
St Albans City & District Council
St Peter's Street
St Albans
AL1 3JE

Complaints

You have a right to complain to the Information Commissioner if you are unhappy with how we process your personal information. You can do so through their website: <https://ico.org.uk/concerns/>