

## **Fair Processing Notice – (Housing)**

### **1. Why do we collect and keep your personal information?**

We collect and use your personal information so that we can assess your housing needs, your eligibility for social housing and in order to effectively manage your tenancy. We may use the information held, to gather your views on the services provided, so that improvements can be made to this service area. The processing of your data is required in line with the Housing Wales Act 2014, Housing Act 1985, Wellbeing of Future Generations (Wales) Act 2015, Fraud Act 2006 and Anti-social Behaviour Crime and Policing Act 2015.

The processing of your data is reasonable as:

- We have a legal obligation to do so.
- It is necessary for the performance of a public task to do so.
- You have given your consent to do so.

### **2. How Information about you is used.**

The information that you provide will be processed according to the General Data Protection Regulation 2016/Data Protection Act 2018. We have a duty to protect the public funds we administer and may cross check the data provided by you, with other departments within the Council and with outside organisations to prevent crime and detect fraud. Information provided may also be used to prevent the misuse of resources, and for any other housing related matters. We may verify and share the information we hold on you with other social housing providers. Likewise, we may also verify and share your information with support providers, health organisations, police service, DWP, debt-recovery organisations, other internal departments within Pembrokeshire County Council and with other local authorities if requested. The external and internal organisations we verify and share your information with, is dependent on your individual needs and circumstances.

For information as to how other social housing providers will use your personal data, please ask each organisation individually.

We will make any disclosures required by law and may also share information with other bodies responsible for auditing/administering public funds to ensure money is targeted and spent in the most appropriate and cost effective way. In order to achieve this, information may be shared with the Audit department within Pembrokeshire County Council, with the Welsh Audit Office and with the Auditor General for Wales.

We will not make any disclosures to third parties for marketing purposes.

Personal Data collected under this Notice will be used by the Maintenance team in accordance with Pembrokeshire County Council's statutory function as a social housing landlord to carry out maintenance, repairs and servicing works to housing stock. Please contact the Maintenance team for further details on how your personal data is used and managed

Your data will be secure and confidential at all times and we will only collect the personal information that is required to assess your entitlement to housing and manage your tenancy thereafter.

### **3. How long do we keep hold of your information?**

We will only hold the information provided to us for as long as is required by law and to provide you with the necessary services. Data will be held in accordance with our retention schedules and will be securely disposed of once it is no longer required.

For further information on our retention schedule, please view the corporate retention schedule.

### **4. Access to my personal information?**

You can find out if we hold any personal information by making a subject access request under the General Data Protection Regulation 2016/ Data Protection Act 2018. To make a request for any personal information we may hold you need to contact:

Access to Records Team - [Accesstorecords@pembrokeshire.gov.uk](mailto:Accesstorecords@pembrokeshire.gov.uk) – 01437 775798

Pembrokeshire County Council  
County Hall  
Haverfordwest  
SA61 1TP

## 5. Your Rights.

Under the General Data Protection Regulation 2016/Data Protection Act 2018, you have rights as an individual which you can exercise in relation to the information we hold about you:

- The right of **Access** – you are entitled to request access to and a copy of, information we hold about you.
- The right to **Rectification** – you have the right to ask to have your information corrected.
- The right to **Restrict** processing may apply – you may request that we stop processing your personal data however, this may delay or prevent us delivering a service to you. We will seek to comply with your request but may be required to hold or process information to comply with our legal duties.
- The right to **Erasure** – this is not an absolute right and will depend on the reason for processing your personal information
- The right to **Object** – this is not an absolute right and will depend on the reason for processing your personal information.
- The right to **Data Portability**-this is not an absolute right.
- The right to **not be subject to automated decision-making and profiling**.

## 6. Complaints or Queries.

Pembrokeshire County Council endeavours to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this seriously. We encourage people to bring to our attention if they believe that our collection or use of information is unfair, misleading or inappropriate.

This privacy notice does not provide exhaustive detail of all aspects of our collection and use of personal information. However we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below:

Jo Hendy, Data Protection Officer  
Pembrokeshire County Council  
County Hall  
Haverfordwest  
SA61 1TP

Email: [dataprotection@pembrokeshire.gov.uk](mailto:dataprotection@pembrokeshire.gov.uk)  
Telephone: 01437 764551

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office as the statutory body which oversees data protection law:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

Email [caseworker@ico.org.uk](mailto:caseworker@ico.org.uk)  
Telephone No: 0303 123 1113

## **7. Changes to this privacy notice.**

We keep our privacy notice under regular review.