

Privacy Notice – Homelessness

This Privacy Notice explains how we use any personal information provided to our Homelessness Housing Services.

What data do we collect?

- name
- address
- address of property which service request relates to.
- contact details (phone numbers, email address etc)
- date of Birth
- gender
- ethnicity
- benefit status and information
- financial information
- job status
- advocate, carer or agent details
- health, social care or other need relating to support via a housing service
- disabilities
- property improvement, adaptation or repair scheme detail
- offending history or previous convictions

Sources of data

Personal information about you relating to you and your household may also be gathered from other sources such as:

- private sector landlords,
- housing associations,
- hostel accommodation providers
- other council departments
- lettings agents,
- mortgage lending companies,
- friends and relatives you and your household may have been living with,
- health services, children, family and adult services, education services,
- Department of Work and Pensions, Housing Benefit and Council Tax services, Job Centre Plus, Ministry of Defence,
- the Police, prisons, probation and youth offending services, secure training units, employers,
- Citizens Advice and voluntary sector organisations.

We may collect information from other sources depending upon your circumstances.

How do we use data?

The legal basis on which the Council can collect, process and share data

The H-CLIC Data quarterly return will be used for research and evaluation purposes only.

Measures have been put in place by the MHCLG to separate the identifiable data (personal data) from the H-CLIC data. The data is being used by the Local Authority and the MHCLG so we can fulfil our statutory homeless function).

Measures will always be put in place to ensure data security. This will be an agreed security operating procedure which will include secure transfer of data, password protection, restricted access to data, and the separation of duties of two teams of analysts to process the data at MHCLG.

The ability to share information: Digital Economy Act 2017

Chapter 5 of the Act 'Sharing for Research Purposes' provides the legal basis for data sharing for this project. It allows for data sharing between public authorities (e.g. MHCLG and local authorities) as long as certain conditions are met.

Basis for Processing

Homelessness legislation places a general duty on authorities to ensure that advice and information about homelessness, and preventing homelessness, is available to everyone in the borough. The legislation also requires authorities to assist individuals and families who are homeless or threatened with homelessness and apply for help.

The legislation places duties on housing authorities, and gives them powers, to meet these aims. But it also emphasises the need for joint working between housing authorities, social services and other statutory, voluntary and private sector partners in tackling homelessness more effectively.

- Housing Act 1996
- Homelessness Act 2002
- Homelessness (Priority Need for Accommodation) England Order 2002
- Homeless Reduction Act 2017

When we collect your information in order to support you, we are doing so in our capacity as a public authority.

The lawful basis for processing data under Article 6 of the GDPR

To process the data lawfully the local authority will need to collect the personal data under the public task basis (to fulfil their functions), in this case provide statutory housing services and agree to share this data with MHCLG under the public task basis (to fulfil our functions as a Government Department, in this case to reduce homelessness).

We collect and use this information under:

Article 6 (1)(a) gives the Council a lawful basis for collecting and using personal data where an individual has given clear consent for you to process their personal data for a specific purpose.

Article 6(1)(c) gives the Council a lawful basis for collecting and using personal data in order to comply with its legal obligations. For example collecting information regarding homeless applications and assessments made to the local authority.

Article 6(1)(d) gives the Council a lawful basis for collecting and using personal data in order to protect vital interests (for example protecting someone's life). The Homelessness Reduction Act 2017 Section 2 places a duty on Local Authorities that their services must be designed to meet the needs of persons in the authority's district.

Article 6(1)(e) gives the Council a lawful basis for collecting and using personal data in order to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law. For example, the Homelessness Reduction Act 2017 places a duty on housing authorities to collect personal information to assess persons found to be homeless or threatened with homelessness agree a plan for every eligible person.

Further to this, Housing Options services collect and use special category data such as race and ethnic origin under Article 9 (2)(g). Where the processing of information is necessary for reasons of substantial public interest. For example, ethnicity information on persons dealt with under provisions in the Housing Act 1996 and Homeless Reduction Act 2017 is recorded to enable to production of statutory governmental statistics.

Article 9(2)(g) gives the Council a lawful basis for collecting and using personal data where the processing is necessary for reasons of substantial public interest on the basis of UK law.

How do we keep data secure and who do we share it with?

Information will be kept safe, secure and confidential and handled with care in accordance with the law. We may share your information with the following organisations:

- Social services and related agencies
- NHS medical professionals
- Police, or probation services
- Your Doctor or associated Doctor's surgery staff
- Housing Associations
- Prospective landlords
- Other departments within Sefton Borough Council
- Citizens' Advice
- Light for Life

Retention – How long do we keep your information?

We will keep your information for the duration of you working with us and up to 6 years following completion of our work

Where can I find further information?

Sefton Council is registered as a Data Controller with the Information Commissioner's Office (Registration number- Z6451588). Further details can be found via the Information Commissioner's Office website <https://ico.org.uk>.

Your data rights

Right to be informed

This Privacy notice is a way of informing you of how your personal data is used under data protection legislation.

Data subject rights

You have the right to:

- access your personal data (via a subject access request)
- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed and
- right to data portability in certain circumstances
- The right to lodge a complaint with the supervisory authority (the Information Commissioner's Office)

Further information

If you would like further information about this privacy notice, please contact the Housing Options team at the following address:

[insert generic email address]

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance. If we have been unable to help with your enquiry or you are unhappy about the way we have handled your personal data, you can contact the Information Commissioner at <https://ico.org.uk/concerns/> who regulates data handling and can provide more information on the rights available to you.

Sefton's Data Protection Officer can be contacted at:

Telephone: 0345 140 0845

email ino.information@sefton.gov.uk

Your right to make a complaint

Details about how you can make a complaint can be accessed via the website

<https://www.sefton.gov.uk/your-council/consultations,-complaints-feedback/childrens-social-care-complaints.aspx>