Privacy Notice for Housing Choice and Support – Supported Tenancies May 2018 V1.0

Our core data protection obligations and commitments are set out in the council’s primary privacy notice at www.salford.gov.uk

This notice provides additional privacy information for:
- people accessing and using the Supported Tenancies Service
- partners working with Salford City Council

It describes how we collect, use and share personal information about you
- in relation to assessing and supporting you to obtain and/or sustain accommodation to prevent or resolve homelessness
- the types of personal information we need to process, including information the law describes as ‘special’ because of its sensitivity

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.

The information collected and held will vary dependent on the service used.

Purpose(s)

We collect your personal information for the following purpose(s):
- to assess the most appropriate type and level of support you require to resolve and address your housing need
- to share with other Council, Health and Mental Health services to support you to obtain and sustain accommodation
- to share with registered providers who may allocate you a property and to support you to sustain the tenancy

Categories of personal data

In order to carry out these purposes we collect and obtain:
- details about you and other household members such as name, address (including where you have lived for the previous five years), date of birth, telephone number, email address
- ethnicity and nationality
- any disabilities as defined in the Equality Act 2010
- Information from agencies such as Drug and Alcohol, Police, National Probation service, Domestic Abuse, Health and Mental Health services that will form a risk assessment and support plan to resolve your housing need and/or homelessness

Salford City Council Supported Tenancies Privacy Notice V1.0
• contact we have had with you, such as any correspondence and complaints

Legal basis for processing

The legal basis for processing your personal information is:

• you, or your legal representative, have given consent
• in the public interest or in the exercise of official authority
• 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.

Information sharing/recipients

We may share personal information about you with the following types of organisations:

• National Fraud Initiative – this authority is under a duty to protect the public funds it administers
• Greater Manchester Police – or any police force as required. Police officers may be provided with information for the detection and/or prevention of crime, and to undertake appropriate checks
• Registered Providers such as and including Adactus, Anchor, Arcon Housing Association, City West Housing Trust, Contour Homes, Great Places Housing Group, The Guinness Partnership, Irwell Valley, Pendleton Together, Places for People, Salix Homes, Riverside ECHG, Mossccare St Vincent’s, Windsor Albion Co-operative, Your Housing Group
• Other services within the council, for example, the Housing Options Service, Children’s Service, Welfare Rights and Debt Advice
• Any agencies you may have consented to completing the application on your behalf for example Drug and alcohol, Probation services, Children’s Services

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.

As well as information collected directly from you, we also obtain or receive information from:

• Greater Manchester Police – in relation to any criminal offences we need to be aware of

Salford City Council Supported Tenancies Privacy Notice V1.0
• Occupational therapists, GP’s or other health professionals – in relation to your particular housing needs
• Previous landlords in the private rented sector and/or social housing sector that you have held a tenancy with – in relation to your conduct of that tenancy
• Any other services such as and including Drug and alcohol services, Mental Health services, Probation Services as well as other services within the Council
• If another organisation tells us that you or your wider family need help/support
• If there are safeguarding or child protection concerns and a member of the public raises concerns that you, your child or another relative is at risk of harm

Automated Decisions
For this service:

• All the decisions we make about you involve human intervention

Data retention/criteria
We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

Data Transfers beyond EEA - your data/information will not be transferred outside of the EEA.

Rights of individuals
How to exercise your rights
You can find out about your rights here. If you wish to exercise any of your rights please submit your request to infogovernance@salford.gov.uk or by post to:

Salford City Council,
Information Governance Team
Phase 2 Building
Salford Civic Centre,
Chorley Road,
Swinton,
Salford, M27 5AW

How to raise a concern
If you wish to raise a concern about our handling of your personal information, please contact our Data Protection Officer at infogovernance@salford.gov.uk.

Salford City Council Supported Tenancies Privacy Notice V1.0
Whether you are exercising your rights or raising a concern, you will normally need to include documents that prove your identity as well as a clear and precise description of your request/concern.

We will process requests in accordance with the legislative framework and statutory timescales and inform you should an extension of time be necessary.

Complaints
If you are not satisfied with the way we have answered a request from you or handled your personal information, you have the right to make a complaint to the Information Commissioner who may be contacted at https://ico.org.uk/

This right is not dependent on you raising a complaint with us first but we would encourage you to contact our DPO so we can consider your concerns as quickly as possible

Updates to Privacy Notice

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details at www.salford.gov.uk.