Our core data protection obligations and commitments are set out in the council’s Primary Privacy Notice and on our website at Data Protection legislation.

Service Name: Housing Options Service

Our core data protection obligations and commitments are set out in the council's primary privacy notice at www.salford.gov.uk/your-council/council-and-decision-making/data-protection-legislation/

This notice provides additional privacy information for:
- People accessing and using the Housing Options Service
- Partners working with Salford City Council

It describes how we collect, use and share personal information about you
- In relation to the Housing Options Service
- 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 or obtain your personal information for the following purpose(s):
- To process a homelessness application under the Housing Act 1996
- To provide information to the Ministry of Housing, Communities and Local Government (MCHLG) – details of this are provided in a separate Privacy Notice

Categories of personal data

In order to carry out these purposes we collect and obtain:
- Basic details about you and other household members such as name, date of birth, address history, telephone number and email address
- Ethnicity and nationality
- National insurance number
- Any disabilities as defined in the Equality Act 2010
- Other physical or mental health conditions
- Offending history

Legal basis for processing

The legal basis for processing your personal information is:
- You, or your legal representative, have given consent
- Performing or exercising obligations under law, eg Housing Act 1996
- 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, for example to issue a decision on your homelessness application that is a true reflection of your circumstances.

**Information sharing/recipients**

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

- Registered Providers (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, Mosscare St Vincent's, Windsor Albion Co-operative, Your Housing Group), in order to discharge any duty to you that we have under the Housing Act 1996
- Any agencies that you may have consented to completing the application on your behalf
- Greater Manchester Police – or any other police force as required. Police officers may be provided with information for the detection and/or prevention of crime, and to undertake appropriate checks
- Providers of temporary accommodation in order to discharge any duty to you that we have under the Housing Act 1996
- Teams within the council in order to provide our services, for example, private Sector Housing Team, Adult Social Care, Childrens 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 and/or the National Probation Service – in relation to any criminal offences we need to be aware of
- 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
- Mortgage/loan companies in relation to your personal finances
- Other agencies who may have information relating to any support needs that you might have, for example drug and alcohol services, Salford Independent Domestic Abuse Support Service (SIDASS)

**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.

**Rights of individuals**

Information about:

- exercising your rights
• contacting our DPO
• raising a concern with us, or
• making a complaint to the Information Commissioner

is accessible in our guide on exercising your rights https://www.salford.gov.uk/your-council/council-and-decision-making/general-data-protection-regulation-gdpr/

Updates (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 www.salford.gov.uk