

Privacy notice – DASH Services - Call Before You Serve (CB4YS)

Who we are?

Derby City Council is the local government unitary authority for Derby City. Our address is The Council House, Corporation Street, Derby, DE1 2FS. You can contact our Data Protection Officer on 01332 640763 or by email at data.protection@derby.gov.uk

DASH Services including Call Before You Serve is a Local Authority service hosted by Derby City Council on behalf of subscribing East Midlands Local Authority partners

How do we collect information from you?

We collect information from you when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

What types of information do we collect from you?

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

Details of information obtained from third parties?

We receive information and referrals that includes personal data from a wide range of partners such as the rent service, Department of Social Security, Social Service, Police, Probation Services, Landlords or the Managing Agent of your property, Department of Work and Pensions, Local Authorities, Inland revenue, the Home Office, the Law Centre, Ministry of Housing, Communities and Local government. A list of the Local Authority key partners can be found at:

<https://www.dashservices.org.uk/Accreditation/DASH-Landlord-Accreditation-Partners>

We also receive similar information from members of the public, landlords, agents and tenants.

How is your information used?

In accordance with your explicit consent we may use your information to:

We may use your information to:

- Help DASH Service and the applicable Local Authority prevent homelessness in accordance with sec. 195b (2) of the Homelessness Reduction Act 2017.

DASH Services - Call Before You Serve (CB4YS) privacy notice version 1



- Assess the eligibility of the Call Before You Serve (CB4YS) service for the service user.
- Assess the suitability of the CB4YS service for the service user.
- Refer into one of our partner agencies for specialist support.
- Protect against fraud and the misuse of public funds.
- To enable the assessment and completion of Due Diligence and Scheme requirements.
- To assess the service users entitlement to any internal or external funding.
- To carry out our professional obligations arising from any visits or information obtained as part of your DASH membership.
- To notify you of changes to the CB4YS service.
- To send you communications which you have requested and that may be of interest.

To opt out at any time you can email DASH@derby.gov.uk

Research and statistics

Anonymised and pseudonymised data may be used for research & statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

Who has access to your information?

In order to help relieve homelessness and save tenancies the information you provide may be shared with other professionals who may or may not be involved with you for similar purposes

It also may be shared with 40 East Midlands Local Housing Authorities, the rent service, Department of Social Security, Social Service, Police, Probation Services, Landlords or the Managing Agent of your property, Department of Work and Pensions, Local Authorities, Inland revenue , the Home Office, the Law Centre, Ministry of Housing, Communities and Local government.

We also receive similar information from members of the public and tenants for the purpose of providing the proposed service. A full list of the housing authorities can be found at <https://www.dashservices.org.uk/Shared-Services/CallBeforeYouServe>

We may share your information with statutory agencies in line with our legal obligations and/or in completion of our public tasks, these statutory agencies include but are not limited to the Police and DWP.

The information will only be shared for the purposes of ensuring the service user is suitable for the CB4YS service.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes without your explicit consent.

What are your rights in relation the personal data we process?

DASH Services - Call Before You Serve (CB4YS) privacy notice version 1



Access – you can request copies of any of your personal information that is held by the Council.

Rectification – you can ask us to correct any incorrect information.

Deletion – you can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

Portability – you can ask us to transfer your personal data to different services or to you.

Right to object or restrict processing – you have the right to object to how your data is being used and how it is going to be used in the future.

Right to prevent automatic decisions – you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

How long will we keep your information for?

We keep and dispose of all records in line with our record retention schedule; information about this is at <https://www.derby.gov.uk/retention-schedule/>. We will comply with Data Protection legislation.

What security precautions in place to protect the loss, misuse or alteration of your information?

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

Details of any automated decision processes

N/A

Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Cookies & IP addresses

What are Cookies and why are they used?

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can manage them at <https://www.derby.gov.uk/site-info/about-cookies/>.



Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

By Post: Information Governance

The Council House,
Corporation Street,
Derby, DE1 2FS

By phone: 01332 640763

By email: data.protection@derby.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

By Post: Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

By phone: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit ico.org.uk or email casework@ico.org.uk.

