

Privacy notice – DASH Services / DASH Landlord Accreditation

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 and DASH Landlord Accreditation 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 visit www.derby.gov.uk www.dashservices.org.uk also 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 include personal data from a wide range of partners such as Derbyshire Fire and Rescue Service, Derbyshire Constabulary and educational establishments/ student unions. We also receive similar information from members of the public and tenants.

How is your information used?

In accordance with your explicit consent and our scheme code obligations we may use your information to:

- To assess the eligibility of the application for DASH Landlord Accreditation
- To assess the suitability of your application for DASH landlord Accreditation
- To enable the assessment and completion of Due Diligence and Scheme requirements.
- To monitor ongoing compliance with the scheme code for DASH landlord Accreditation.
- To assess your entitlement to any internal or external scheme discounts

DASH Services / DASH Landlord Accreditation privacy notice version 2



- To process payments or charges
- 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 our services
- To send you communications which form part of your continued professional development
- Keeping a record of individuals and or organisations who have booked or registered to attend, events, meeting or courses and administering their attendance at these.
- Providing services and/or fulfilling orders for products
- Evidencing that you are a member of the DASH and/or an accredited landlord.
- Monitoring use of, and satisfaction with, member benefits, services and communications
- 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 and 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?

The information you provide when you sign up to the accreditation scheme will be shared between the DASH Landlord Accreditation hosted by Derby City Council, who will use the information to administer the scheme, to provide training for landlords, be the central point of contact for the scheme and carry out inspections as required.

It also may be shared with 40 East Midlands Local Housing Authorities, and educational establishments (if applicable) for the purpose of providing information about proposed and current accredited landlords. A full list of the housing authorities can be found at <https://www.dashservices.org.uk/Accreditation/DASH-Landlord-Accreditation-Partners>

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 fire service.

The information will only be shared for the purposes of ensuring the landlord is suitable for acceptance onto the accreditation scheme or to allow them to remain in the scheme, and in order that the Local Authority may inspect the landlords' properties.

DASH Services / DASH Landlord Accreditation privacy notice version 2



We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

In order to maintain the credibility of the scheme and in line with the DASH scheme manual DASH publishes a list of accredited landlords on our website - <https://www.dashservices.org.uk/Accreditation/Accreditation-Register>.

In addition we reserve the right to publish the names of individuals and or businesses of our accredited landlords whose membership has been suspended or terminated by us, including the date that the suspension or termination came into effect.

The DASH website and associated database functions are hosted by our third party processor 'Localpad' which forms part of the Pad Group Limited group of companies, and is stored on servers provided by Fasthosts. These servers are located in the UK and are solely used by Pad Group Limited. Full details of FastHosts' data centre can be found at <https://www.fasthosts.co.uk/about/data-centre>

All traffic (transferral of files) between this website and your browser is encrypted and delivered over [HTTPS](https://en.wikipedia.org/wiki/HTTPS) (<https://en.wikipedia.org/wiki/HTTPS>)

Localpad are acting as processors based in the United Kingdom who provide IT and system administration services.

This website directly uses the services of Google (Privacy policy - <https://www.google.com/intl/en-GB/policies/privacy/>)

We use a number of third parties (e.g software providers; contracted service providers and IT companies) to process and store personal data on our behalf. We require all third parties to respect the security of your personal information and to treat it in accordance with the law. We do not allow our third party processors to use your personal information for their own purpose and only permit them to process your personal data for specified purposes and in accordance with our instructions

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

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?

DASH Services / DASH Landlord Accreditation privacy notice version 2



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/>.

Third Party Links

The DASH website may include links to third-party websites, plug-ins, and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

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,

DASH Services / DASH Landlord Accreditation privacy notice version 2



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.

DASH Services / DASH Landlord Accreditation privacy notice version 2



Derby City Council