

Privacy notice – Healthy Housing Hub including Handy Person Service

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

How do we collect information from you?

We collect information from you when you visit www.derby.gov.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?

Information, such as personal data, can originate from:

- Internal sources in the Council such as Adult Social Care, Handy Person Service, Local Area Co-ordinator, Social Services, Carelink, Environmental Health, Children's Services, Housing Options, Derby Advice, Neighbourhood Officer, Priority Families, Housing Standards team and other Council services where relevant.
- External sources to the Council such as NHS, Southern Derbyshire Clinical Commissioning Group, Derby Homes, Private Healthcare practitioner, information provided by the public through the Derby City Council website, Age UK, Building Control, Care Co-ordinator, GP, Citizens Advice Bureau, Community Group, Councillor, Derbyshire Carers, District Nurse or Matron, Education, East Midlands Ambulance Service, Fire Brigade, Housing Association, Justice Support, Landlord, Making Space, Member of Parliament, Mental Health Service, Pension Service, Police, Probation Service, Resident, Stroke Association, Utility Company, Victim/Witness Support, Voluntary Sector Single Point of Access, Youth Offending Service, Derby City Council procured contractors and other external sources where relevant.

How is your information used?

We may use your information to:

- Complete checks to ensure we are communicating with the right person.



- Carry out public tasks in the public interest to promote individual well-being, suitability of living accommodation in line with the Council's duty under the Care Act 2014.
- Send communications requested, or that may be of interest.
- Protect against fraud and the misuse of public funds.
- Ensure suitable housing conditions are provided to accommodate the individual's physical and/or Mental Health or Learning Disability needs e.g. repairs, adaptations, additional locks/security provisions.
- To respond to the queries raised by or on behalf of the person concerned.
- To help evaluate the service provided and research links between housing conditions and poor health, and as such this information may be shared with authorised third parties for these purposes only.
- To ensure the home owner is living in a safe and healthy home.
- To obtain quotes from approved suppliers and organise the carrying out of necessary works.

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?

- Internal Strategic Housing staff with access to the Strategic Housing J Drive and the APP (Flare) database.
- Internally with other departments if the query is best answered elsewhere, such as Adult Social Care, Handy Person Service, Local Area Co-ordinator, Social Services, Carelink, Environmental Health, Children's Services, Housing Options, Derby Advice, Neighbourhood Officer, Priority Families, Public Health, Housing Standards team and other Council teams where relevant.
- Stair lift companies, Mediquip and Total Hygiene, for example, to design equipment and, where appropriate, supply and/or fit to meet customer's needs.
- Statutory agencies such as the Police and DWP – we may share your information with statutory agencies in line with our legal obligations and/or in completion of our public tasks.
- Externally when permission is given to: NHS, Southern Derbyshire Clinical Commissioning Group, Derby Homes, Private Healthcare practitioner, Age UK, Building Control, Care Co-ordinator, GP, Citizens Advice Bureau, Community Group, Councillor, Derbyshire Carers, District Nurse or Matron, Education, East Midlands Ambulance Service, Fire Brigade, Housing Association, Justice Support, Landlord, Making Space, Member of Parliament, Mental Health Service, Pension Service, Police, Probation Service, Resident, Stroke Association, Utility Company, Victim/Witness Support, Voluntary Sector Single Point of Access, Youth Offending Service, Derby City Council procured contractors and other external sources where relevant.
- Authorised third parties to help evaluate the service provided and research links between housing conditions and poor health.



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

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?

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

No automated decision making processes are used.

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.

