

Privacy notice – Housing Standards Team

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.qcsx.gov.uk

This privacy policy states how and when we use any personal information in order to be able to assist you with your request or if you are a landlord to enable us to assist where we can or investigate fully and enforce as necessary in connection with living conditions in private rented property. Some of this information will be recorded and stored on our systems.

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?

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 Social Care Teams at the Council. We also receive similar information from members of the public.

How is your information used?

If you are a landlord of a privately rented dwelling we use the information collected to enable us to contact you in connection with Housing Standards inspections and any subsequent enforcement. We will also use your information to keep you informed on new guidance or legal requirements.

If you are a tenant of a privately rented dwelling, we will use your information to contact you in connection with Housing Standards inspections and to keep you informed of our progress when enforcing against your landlord.

Who will your information be shared with?

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January 2019



Derby City Council

Your information may be shared within the Council, and with external agencies and other Government Departments. We do not share your information with anyone else unless we are required to do so by law or it is necessary to provide our services to you.

Amongst others we may share your information with the following:

Internal: Derbyshire Building Control Partnership, Environmental Protection Team, Food and Safety Team Licensing Team, The Empty Homes Team, The Trading Standards Team, Land Charges, Planning and Development Control Teams, The Healthy Housing Hub, Social Care Teams, Council Tax Teams, Housing Benefit Teams, The Counter Fraud Team, The Cohesion and Integration Team

External: Derbyshire Fire and Rescue Service, Health and Safety Executive, HM Revenues and Customs, Derbyshire Constabulary, The Immigration Enforcement Officer at the Home office, Gangmasters and Labour Abuse Authority, Direct Help and Advice and Western Power.

Who has access to your information?

We do not share your information with anyone else unless we are required to do so by law or it is necessary to provide our services to you. We may share your information with the following:

Internal:

Building Control – we may pass on information to enable them to meet their statutory obligations.

Environmental Protection – if your enquiry concerns issues that our colleagues may be able to assist you with, for example, defects to underground main house drains, noise nuisance or waste control.

Food and Safety Team – we will pass on information to enable them to meet their statutory obligations in food premises.

Trading Standards – we will pass on information to enable them to meet their statutory obligations.

Land Charges – we share information with land charges if we serve a legal notice and if we incur costs after carrying out work in default of an owner of a rented property.

Planning & Development Control – we may need to pass on information, for example in relation to a new business or HMO, where there may be planning implications.

The Empty Homes Team – we will pass on information when we discover long term empty dwellings

The Healthy Housing Hub – we will share information when our services overlap which is likely when the Hub make a referral to Housing Standards or vice versa.

Social Care Teams - we will share information when our services overlap which is likely to be for safeguarding purposes or to carry out a task in the public interest.



Council Tax Teams – we will share information to enable them to meet their statutory obligations,

Housing Benefit Teams - we will share information to enable them to meet their statutory obligations

The Counter Fraud Team - we will share information to enable them to investigate fraudulent activities at residential premises

The Cohesion and Integration Team – we share information when joint investigations take place.

External:

Derbyshire Fire and Rescue – we may share information if possible fire safety issues arise during the course of a visit.

Health and Safety Executive – we may share information, in connection with a gas safety issue at residential premises.

HM Revenues and Customs - we share your information to meet their statutory obligations.

Derbyshire Constabulary – we may share information, in connection with joint investigations.

The Immigration Enforcement Officer at the Home Office – We share information when we suspect immigration offences are occurring at dwellings we have visited.

Gangmasters and Labour Abuse Authority - We share information when we suspect offences are occurring at dwellings we have visited.

Direct Help and Advice – we sometimes share information when they are acting for a tenant and conversely when we are taking action against a landlord

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 to 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 if it has been made automatically, for example an online form with an instant decision.

How long will we keep your information for?

The information we collect is carefully stored electronically. We will hold completed House in Multiple (HMO) licence documents for the period that the HMO licence is in operation to enable it to be used as evidence as required. Once the licensing requirement ceases, documents are retained for 7 years.

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Information collected in connection with inspections of dwellings and any subsequent enforcement is kept for 7 years following the completion of an investigation. 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/>.

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.

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.gcsx.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.

