

# Privacy notice – Strategic Housing

## 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.gcsx.gov.uk](mailto:Data.protection@derby.gcsx.gov.uk)

## How do we collect information from you?

We collect information from you when you visit [www.derby.gov.uk](http://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 Services, Adult Social Care, Council Tax database and the Development Team.
- External sources to the Council such as NHS, CCG, Derby Homes, DCC Occupational Therapy, Private Healthcare practitioner, information provided by the public through the Derby City Council website, empty homes loans application forms and Right to Buy Applicants.
- Publically accessible sources include the Land Registry, registers of electors and planning applications.

## How is your information used?

We may use your information to:

- Complete checks to ensure we are communicating with the right person.
- Carry out functions in the public interest, in accordance with (Housing Act), Town and Country Planning Act, Building Act, Prevention of Damage by Pests Act, Environmental Protection Act, Local Government Miscellaneous Provisions Act.
- Send communications requested, or that may be of interest.
- Process Council tax.
- Recover debts owed to the Council.
- Protect against fraud and the misuse of public funds.



- Process loans applications and payments in accordance with our contractual obligations.
- Ensure suitable housing is provided to accommodate the individual's physical and/or Mental Health or Learning Disability needs are met, e.g. the provision of shower stretchers, wider doors, additional locks/security provisions.
- To answer the queries raised by the person enquiring.
- To facilitate the purchase of Council property by the current tenant.

## Research & Statistics

Anonymised & 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?

- Internally with other departments if the query is best answered elsewhere, such as Housing Benefits, Strategic Housing Asset Management and Estates, Property Design and Maintenance, Land Charges, Legal Services and Fraud Investigations.
- Derby Homes where appropriate.
- Stair lift companies, Mediquip and Total Hygiene to design equipment to meet customer's needs.
- Nplaw, the solicitors instructed to assist with Compulsory Purchase.
- 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.
- Mortgagee, in order to complete a loan application or advise of enforcement action and if it is permitted by law.

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 the Data Protection 2018

## **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**

Ferret Information Systems is used to calculate levels of contribution for the Disabled Facilities Grant in line with National Legislation.

No further 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,

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Derby City Council

Derby, DE1 2FS

**By phone:** 01332 640763

**By email:** [Data.protection@derby.gcsx.gov.uk](mailto: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) at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Tel: 0303 123 1113 {local rate} or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit [ico.org.uk](http://ico.org.uk) or email [casework@ico.org.uk](mailto:casework@ico.org.uk).

