

# Privacy Notice for Tenant and Leaseholder Involvement Team



## Nottingham City Council Information Compliance

**Service Area: Tenant and Leaseholder Involvement Team**  
**Directorate: Housing**  
**PN-345**

**01/2024**

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The Tenant and Leaseholder Involvement Team are part of Nottingham City Council, who are the data controllers for the personal data (or personal information) that we process about you. When we process personal information relating to you, we will only do so when it is necessary and where we have a lawful reason to do so.

We will use the information provided by you for a number of reasons. This includes:

- Enrolling you as a Housing Services volunteer and to provide you with updates/information about involvement opportunities such as; housing events and initiatives, consultation and engagement groups and board membership etc
- To manage the Tenant Academy which includes tenant engagement activity, such as training, employment, learning and support for tenants and volunteers
- To signpost to any agreed other NCCHS/NCC department as required, or necessary.
- To improve health and well-being, social isolation, and involvement in local community or tenant groups.
- To support tackling deprivation/cost of living or supporting with any other financial consideration

- To support any of our key aims and strategies
- To send out communications/questionnaires/surveys via emails, phone, text, letters, upshot or any other data managing software.
- To use for internal communications and training purposes or publishing in reports for internal or external communication and by use of social media
- To use, in some circumstances, to send to third party agencies that are employed by us, in the use of promoting tenant engagement opportunities, to receive communication from third party sources

When we process your personal information, we will comply with data protection legislation and enable you to exercise your rights contained within the legislation.

### **What personal information will the Council process?**

The information that we collect about you to fulfil the purposes, objectives, or to deliver the services outlined above will relate to your: (this may include all, or some of the following, depending on the service).

- Title
- Name
- Address
- Date of Birth
- Gender
- Contact details
- Ethnicity
- First language spoken/written
- Mental health details
- Physical health details
- Household make up
- Information you have shared with us voluntarily

The Information we process about you may include the following ‘Special Categories of Personal Data.

- Physical or Mental Health – relating to your well-being (optional and relating to equal opportunities monitoring)
- Ethnicity – (optional and relating to equal opportunities monitoring)
- Religious beliefs - (optional and relating to equal opportunities monitoring)
- Sexual orientation – (optional and relating to equal opportunities monitoring)

### **Lawful basis for processing**

There are several lawful bases under Articles 6 of the UK GDPR which we use your personal information for, depending on the purpose; these mainly include:

- Article 6(1) e) - necessary for the performance of a task carried out in the public interest by the Council or in the exercise of official authority vested in the Council. This is a result of the powers or duties contained in: the Housing Acts 1985, 1996 and 2004, the Allocation of Housing (England) Regulations 2000 SI 2000/70, the Homeless Act 2002, the Housing and Regeneration Act 2008, the Prevention of Social Housing Fraud Act 2013, and the Care Act 2014.
- Article 6 (1) b) - the performance of a contract – we will need to process certain information to fulfil agreements we have with you.

Occasionally, we may also rely on the following lawful bases:

- Article 6 (1) (a) consent – for example, using your photograph taken at events, or if you have asked to attend a training course, consent to your contact details being shared, so we can facilitate this.
- Article 6 (1) (d) vital interests – this would only be relied upon to process your personal data in the unlikely event that yours or another person’s life was in danger.

This may include sharing any known medical history to emergency services such as paramedics.

Under Article 9 of the UK GDPR, the condition under which we process special categories of personal data is that such use is necessary for reasons of substantial public interest under the following provisions of the Data Protection Act 2018 at Schedule 1 Part 2; statutory and government purposes (Paragraph 6), quality of opportunity or treatment (Paragraph 8), regulatory requirements relating to unlawful acts and dishonesty ( Paragraph 12), and safeguarding children and individuals at risk (Paragraph 18).

The information being processed may also include your personal data relating to criminal offences, for example any previous criminal offences which could impact on your ability to be involved. The condition under which this information is processed is Schedule 1 Part 1 Paragraphs 10 (preventing or detecting unlawful acts) and 18 (safeguarding of children and individuals at risk) of the Data Protection Act 2018.

**Will my information be shared with other organisations or used for other purposes?**

The Council will only share your personal information with other departments within the Council, and with other organisations when it is necessary to provide the services to you, and when we have a lawful reason to do so. The Council may also share your information when we are obliged to by law.

In relation to this service, the Council may share your personal information with:

- Nottingham City Council Housing Services – all service areas
- Nottingham Fire and Rescue Services
- Third parties we may engage with to provide support/ carry out surveys on our behalf
- The Regulator of Social Housing
- The Housing Ombudsman
- The Department for Levelling Up, Housing & Communities

The information may also be used for the purpose of any other function carried out by the Council. This may include sharing your information across the Council, or with external organisations. Information about these functions and the legal basis on which

information is used for them can be found at <http://www.nottinghamcity.gov.uk/privacy-statement/>

The information will only be used for another purpose where it is lawful to do so.

### **Do I have to provide the information?**

The information you provide will support the service to ensure that you are keep informed of material relating to possible changes to services provided by Nottingham City Council Housing Services. You are not obliged to provide information but what information you do provide will help us to ensure the services we provide are fair and without discrimination.

### **How long will the Council retain the data for?**

The information that you have provided will be kept for 3 years from the date of consent. The Council publish an Information Asset Register (IAR), this will outline the retention periods for the personal data we process. You can find this IAR on our website <https://geoserver.nottinghamcity.gov.uk/information-asset-register/>

### **Information Rights**

The UK General Data Protection Regulation provides for the following rights as prescribed by the legislation:

A right to request a copy of your information

A right to request rectification of inaccurate personal data

A right to request erasure of your data known as 'the right to be forgotten'

A right to in certain circumstances to request restriction of processing

A right in certain circumstances to request portability of your data to another provider

A right to object to processing of data in certain circumstances

A right regarding automated decision-making including profiling

However, Nottingham City Council can restrict the above rights in certain circumstances for example to avoid obstructing an investigation, avoid prejudicing the prevention, detection, investigation, or prosecution of criminal penalties or to protect the rights and freedoms of others.

### **Data Protection Officer**

The Data Protection Officer is Naomi Matthews. You can contact the data protection officer at:

Loxley House,  
Station Street,  
Nottingham,  
NG2 3NG

or at [data.protectionofficer@nottinghamcity.gov.uk](mailto:data.protectionofficer@nottinghamcity.gov.uk) .

### **Information Commissioner's Office**

The Information Commissioner's Office (ICO) website provides guidance on data protection and privacy matters, you can visit the website at [www.ico.org.uk](http://www.ico.org.uk). You also have the right to complain to the ICO if you consider that the Council have processed your personal data incorrectly or that we have breached our obligations to you. You can contact the ICO at:

Wycliffe House,  
Water Lane  
Wilmslow,  
Cheshire  
SK95AF

[www.ico.org.uk](http://www.ico.org.uk)

### **Further Information**

For more information about these rights please refer to our detailed privacy statement at <https://www.nottinghamcity.gov.uk/privacy-statement> .

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