



COUNCIL OF THE ISLES OF SCILLY

2018 HOUSING GDPR PRIVACY NOTICE

The Council of the Isles of Scilly are a controller of personal data for the purposes of the General Data Protection Regulation (GDPR) and Data Protection Act 2018.

Under the 1996 Housing Act you are in receipt of social housing from the Council of the Isles of Scilly and therefore we will need your data to complete our public tasks and obligations as your landlord.

Alternatively you may be contacting us regarding an enquiry you have with our social housing stock. In all instances we only collect and process data to enable us to carry out the functions of the 1996 Housing Act.

During your tenancy we will collect and process information about you and members of your household.

We do this to:

- Manage your tenancy and the property it relates to
- Monitor compliance with the terms of your tenancy or service agreement
- Deliver support for special needs to you or any member of your household
- Share information with other agencies where we have your agreement
- Conduct surveys in order to monitor and improve our services, for example repairs and maintenance, complaints, lettings, anti-social behaviour issues and training
- Monitor Equality and Diversity
- Comply with our safeguarding duties

Unless we advise you otherwise, we'll only collect and process personal information to carry out these functions.

Personal information is stored on our computer systems and / or a tenancy file. It is held securely and we have security measures in place to protect it.

Who might we share your information with:

Normally, only Housing staff will be able to see and process your personal information. However, there will be times when we will need to share personal information with third parties for the purposes as outlined or where we are legally required to do so.

When sharing personal information, we will comply with all aspects of the GDPR.

We also share information:

- To allow us to tailor our services to you

- For detecting possible fraud (e.g. as part of the National Fraud Initiative), and
- To deal with rent arrears (e.g. tracing and/or debt collection agencies)
- To deal with unpaid bills, e.g. utility or council tax bills - we may need to pass on your forwarding address
- To assist the Police in solving crime and investigating anti-social behaviour.

As part of the government's reform of welfare benefits, they've introduced new regulations on information sharing. This means we can now share limited information about our residents and their properties with other local authorities. For example name, address, age and number of bedrooms per property.

We will also disclose your personal details, if required to do so, by law or any Government body.

We share limited personal information of our residents with external contractors. Such as name, address and telephone number.

Examples include:

- Repairs and maintenance contractors
- Smart Energy Island's Project contractors e.g Hitachi Europe Ltd and Natural Generation.
- Health and safety and compliance checks (e.g. asbestos, legionella).

How long will we keep this data for?

Your data will be kept in accordance legal requirements and best practice.

Your Rights to Access this information:

As a tenant of a social property involved in the project you have the right to request access to the data that has been collected about you.

If you wish to access the data we hold on you, have any data we hold on you rectified, erased or you want to stop the processing or object to the processing of your data you should contact.....

Housing
Town Hall
St. Mary's
Isles of Scilly
TR21 0NL

Or if you want to complain about the way your data has been managed you can complain to the Data Protection Officer at dpo@cornwall.gov.uk