

Milton Keynes Council Housing Access Privacy Notice

This Housing Access Privacy Notice works in conjunction with Milton Keynes Council's Corporate Privacy Notice – for further information about this, please visit www.milton-keynes.gov.uk/privacy

Everything we do with information about our customers and their families has to comply with Data Protection Act and the General Data Protection Regulation (GDPR) that comes into force in May 2018.

If anything in this notice is not clear, or if you have further queries, please get in contact with us using the following email address:

movinghome@milton-keynes.gov.uk

Why the Council needs information about you

We collect information about you regarding either your housing situation, in relation to temporary accommodation or in relation to contractual agreements that you have with Milton Keynes Council.

The Council will need to know about an individual's housing needs, as well as in some cases support needs in order to ensure that these needs are met with any accommodation that we may need to source or allocate to the individual, and also where there is an interest in the individual's safety or public safety.

The Council has a legal basis for processing and collecting your information under Article 6 GDPR and Part VI and Part VII of the 1996 Housing Act and/or Housing Act 1985 as well as any contractual agreement that you may have with The Council.

The processing is necessary for this reason:

The processing is necessary for the Housing Access Team to perform tasks in the public interest and in undertaking our official functions. These functions either have a clear basis in law or are necessary in line with contractual agreements.

What do we use your information for

Personal information that you supply to us may be used in a number of ways, for example:

- To understand an individual's housing situation and/or support needs in relation to housing
- To conduct reviews into an individual's situation including any decision made in relation to housing
- To maintain any contract we may have with you
- To keep you informed of any changes that may affect you
- To prevent fraud
- For audit and debt collection
- For statistical analysis

We will share your information with other services and ask other agencies for information about you.

This information will help us deal with any issue, application or case quickly. Other services and agencies will include, other services within the Council, other councils, government departments, such as the Benefits Agency or the Home Office, Police, Probation Service, Resettlement Officers, Support Agencies to include but not limited to Outreach workers, Domestic Violence, CAB, Children Centres, Schools, Nurseries, Voluntary Groups, Substance Misuse, and Medical professionals to include but not limited to GP's, Consultants, Mental Health, health workers and hospital medical staff.

How long we keep hold of information for

Your information will be kept safe and confidential and handled with care in accordance with the law.

The Council will keep your information for a maximum of seven years.

We will only use your information within the terms of data protection laws, and will delete your information securely and only keep it for as long as necessary. The Council will review dates for keeping personal data in the future and if necessary update this Privacy Notice.

What rights you have

You have various rights around the data we hold about you.

- Right of access (to receive a copy of your personal data)
- Right to rectification (to request data is corrected inaccurate)
- Right to erasure (to request that data is deleted)
- Right to restrict processing (to request we don't use your data in a certain way)
- Right to data portability (in some cases, you can ask to receive a copy of your data in a commonly-used electronic format so that it can be given to someone else)
- Right to object (generally to make a complaint about any aspect of our use of your data)
- Right to have explained if there will be any automated decision-making, including profiling, based on your data and for the logic behind this to be explained to you.

Any such request can be submitted to the Data Protection Officer. Whether we can agree to your request will depend on the specific circumstances and if we cannot then we will explain the reasons why.

If you are unhappy with any aspect of how your information has been collected and/or used, you can make a complaint to the Data Protection Officer. You can also report concerns to the national regulator, the Information Commissioner's Office. Their details can be found on their website:

<https://ico.org.uk/concerns/handling/>

Data Protection Officer Contact Details

Email: data.protection@milton-keynes.gov.uk

Tel. No: 01908 254767

Post: Data Protection, Milton Keynes Council, 1 Saxon Gate East, Central Milton Keynes, MK9 3HS