

Milton Keynes Council Homelessness Prevention Privacy Notice

This Homelessness Prevention 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: Homelessness.Enquiries@milton-keynes.gov.uk

Why the Council needs information about you

We collect information about you when you ask us to help you with housing. The Council will need to know why you are homeless or threatened with homelessness and will use the information to help you keep your home or find alternative accommodation. The Council will use this information to assess your circumstances.

The Council has a legal basis for processing and collecting your information under Article 6 GDPR and Part VII of the 1996 Housing Act.

The processing is necessary for this reason:

(E) Public task: *the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.*

The Council will need to know your housing history and the sort of things you need help or support with. The Council will also need to know what other services you use, support services that help you, and benefits you receive.

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 make decisions how we can prevent your homelessness or offer assistance to help rehouse you.
- To understand what support needs you have
- 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 your application 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 five 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 a right to know what data we hold about you, request a copy of it in a reusable format, have any incorrect data updated, request that your information is deleted, or ask us to restrict who we share your data with. Your requests will be considered but might not necessarily be granted if we have a legal obligation to share it. 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