

Milton Keynes Council Neighbourhood Services Team Privacy Notice

This Neighbourhood Services Privacy Notice works in conjunction with Milton Keynes Council's Corporate Privacy Notice – for further information about this, please visit <http://www.milton-keynes.gov.uk/privacy>

We respect the privacy of our tenants and customers. Your contact with us generates records some of which includes personal information. 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. This privacy notice explains our approach to data protection.

If anything in this notice is not clear, or if you have further queries, please get in contact with the Neighbourhood Services Team on 01908 252937 (option 3 for) or via email. To make a complaint please email: neighbourhood.services@Milton-keynes.gov.uk or contact the Data Protection Officer using the details at the end of this notice.

How the Council collects information

We collect information in a variety of ways including via the websites, on various forms, and contracts, and through our ongoing contact and correspondence with you, with other support agencies that relates to you, and from people associated with you such as family, friends and neighbours.

If you provide us with personal information relating to members of your family or your associates we will assume that you do so with their knowledge and consent. Information you give us relating to those that live with you will be retained and processed as this information is necessary for us to carry out our duties as landlord as set out in the tenancy agreement.

It is important that you notify us of any changes to your personal information as soon as possible so that we can contact you easily.

Why the Council needs information about you

Once you become a customer of the Neighbourhood Services Team, we need to collect information about you primarily to manage your tenancy or leasehold contract between you and Milton Keynes Council, including the collection of rent and service charges, address complaints of anti-social behaviour, and enforce breaches of tenancy agreements. Information is also collated to comply with our safeguarding duties.

The Council has a legal basis for processing and collecting your information under Article 6 GDPR, the Anti-social Behaviour Crime and Policing Act 2014, the Housing Act 1985, the Housing Act 1996 and the Prevention of Social Housing Fraud Act 2013.

The processing is necessary for this reason:

The processing is necessary for the Neighbourhood Services Team to perform a task in the public interest and in undertaking its official functions. These functions have a clear basis in law.

What do we use your information for

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

- Managing tenancies including collecting rent, arrears and service charges
- Offer help and advice with debts and benefits
- Prevent and detect breaches of tenancy as specified in your tenancy agreement and resolve disputes
- Promote safety and the quiet enjoyment of our neighbourhoods and communities
- Tenancy enforcement action
- Monitoring and ensuring that our homes meet our health and safety obligations
- Keep in touch with our customers, understand your needs and preferences and invite you to events
- Engage with customers to make improvements to our services
- Identify any individual support needs
- For audit
- 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 case quickly.

Other services and agencies will include other departments within the Council, other councils, the Police, Probation Service, Bucks Fire and Rescue and government departments, such as the Benefits Agency or the Home Office.

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