

# Housing Advice & HOMELESSNESS Prevention

## Information Privacy Notice



### How are we using your information?

We use your information so that we can provide assistance to individuals who are homeless or may be at risk of becoming homeless. We have a legal duty to provide this service.

### What we will do with it

Your information will be held and used by the council. We will share some information about your circumstances and those of your household with the Ministry of Housing, Communities & Local Government (MHCLG). We will do this to help improve the services you receive. However, it will not include any of your personal details (name, address, date of birth) and will not affect your benefits, services or any treatment that you get.

We may check information you have provided with other services e.g. your doctor, support worker, social services in order to ensure the accuracy of the information, to prevent or detect fraud or to protect public funds.

We may share your information with our commissioned service providers (Julian House, Young Devon, Sanctuary Supported Living and Teign Housing) to provide you with additional support. We may also share your information with our emergency and temporary accommodation providers to assist with your placement into temporary accommodation.

### Why is my information being shared?

Personal data has been requested by the MHCLG to:

- Monitor the implementation & impact of the 2017 Homelessness reduction Act
- To evaluate Homelessness programmes
- To help us better understand repeat homelessness, the success of prevention activities, the outcomes of those helped by services and the causes & factors associated with homelessness

### How long will we keep your information

We will keep your information for 7 years from the date your file is closed. When we no longer need to keep your information, we will securely and confidentially dispose of it.

### Your rights

You can make a request to access the information we hold about you by contacting our Data Protection Officer. If at any point you believe the information we hold about you is incorrect you can request to have it corrected or deleted. If you wish to raise a complaint about how we have handled your information you can contact our Data Protection Officer who will investigate the matter.



For more information about how we look after your information or to find out more about your rights, go to:  
**Teignbridge.gov.uk** or contact the Data Protection Officer on 0626 361101

In partnership with:

