

Housing Options & Homelessness Privacy Notice

How we use your personal information for the services provided by the Housing Options (Homelessness) Team

The Council provides services for local communities and the people who live in them. Undertaking this work means that we must collect and use information about the people we provide services to and keep a record of those services. As we collect and use personal and sensitive information about individuals we want to make sure you know what we intend to do with your information and who it may be shared with.

This notice provides a summary of our privacy notice. For full information see [Teignbridge District Council privacy statement](#).

Who we are and what we do.

The Housing Options Team at Teignbridge District Council provides housing related advice to anyone who contacts the service in accordance with the Homeless Reduction Act 2017. This is a statutory obligation for Local Authorities to help prevent Homelessness.

When you contact us you are interviewed by a Housing Options Officer to understand your specific circumstances and housing situation. Following this interview and assessment appropriate advice and support is given to prevent homelessness.

The service aims to prevent homelessness by maintaining current housing arrangements where possible or by sourcing affordable alternative accommodation. Where appropriate, where the assessment determines you have a priority need, emergency temporary accommodation can be provided.

The Housing team includes housing options and homelessness, Private Sector Housing, Enabling Services, Tenancy Rescue Service and Supporting People Rent in Teignbridge. Other teams may become involved in your application in order for us to help perform our legal duties.

What and whose personal information do we hold?

We hold information about you as you are seeking housing advice and assistance on your housing situation. The types of information we collect and use will typically include:

- Contact details, including name, address, date of birth, NI numbers telephone numbers and email address.
- Information in respect of the family make up, including all the personal details of the household that will make up the homelessness application
- Your address history

- Financial income and debt details
- Tenancy related debt and possession proceedings
- Medical conditions
- Criminal convictions
- Type and size of accommodation needed (number of beds any adaptations required etc)
- Your preferred areas of housing choice
- Employment details
- Support needs
- Details of any schools, training providers you use
- Current landlord / mortgage provider details
- Any other relevant information to carry out our assessment

We have a legal obligation to obtain this information to perform our public task and in some instances where there is a risk of harm, a vital interest to obtain and hold this information in accordance with Articles 6(1)(d) and 9(2)(g) of General Data Protection Regulations.

You may also be asked for your religion, ethnicity, religion and sexual orientation. This information may be declined unless it directly impacts your current or future housing situation and we need this to provide you the appropriate housing advice.

Where do Housing Options get my information from?

Personal information is obtained directly from you when you approach us for assistance. Information is gathered and recorded electronically during a face to face interviews, by telephone, letter, emails and any other correspondence from you.

We also receive information from other Council Services and third party organisations and companies in order to verify the information that the you have provided to us during the our statutory housing advice and homelessness application. We sometimes hold information provided by third parties where this is relevant to your housing circumstances for example from health professionals.

What we will do with your personal information?

The Housing Advice Service uses the personal information listed above to:

- Assess you and your household's housing needs.
- Verify the information that's been provided to us to confirm eligibility for assistance and to give the best advice based on your circumstances.
- To assist you by giving the most appropriate housing related advice to sustain tenancies and prevent homelessness.
- To provide legal advice on your occupational, tenure and other legal rights
- Work with trusted partner organisations to find suitable accommodation.
- Information may be shared with housing providers to secure accommodation
- Ensure we carry out our legal obligations.

What is the legal basis for the use of this information?

Data Protection law says that we are allowed to use and share personal information only where we have a proper and lawful reason for doing so.

Our lawful basis for processing personal information is order to provide Housing Options service is:

To undertake our official Council duties and to satisfy our legal obligations under but not limited to the following legislation

- Homeless Reduction Act 2017
- Housing Act 1996
- Homeless Reduction Act 2002
- Localism Act 2011
- Children Act 1989 and 2004
- Equality Act 2010
- Human Rights 1998
- And any other associated regulations statutory Guidance and codes of guidance

Does the service share my personal information with any other organisation?

As mentioned above, the Housing Options service shares personal information with other Council Services and trusted partner organisations who have a mutual interest in preventing homeless. We do this for the purposes listed above. These organisations may include but are not limited to

Other Local Authority Services:

- Housing Benefit
- Council Tax
- Social Services
- Education
- Community Safety
- Legal Services

Third party organisations and government agencies:

- The Department of Work and Pensions
- Health Authorities
- The Police
- Probation Services
- Housing providers
- Ministry of Housing, Communities and Local Government
-

Other:

- Letting Agents
- Mortgage companies
- Landlords
- Support providers such as domestic abuse services, substance misuse, outreach teams, money advice, young person support services and family enabling services

How long will my information be kept?

We will only keep personal information for as long as necessary and in line with legal requirements and will retain the minimum amount of information that we require to carry out our statutory functions. And the provision of Council services.

Your information will be kept for seven years from the date of your last contact with the service and will then be deleted.

Your information, your rights

The General Data Protection Regulation (GDPR) and Data Protection Act 2018 gives you important rights, including the right to access the personal information the services hold about you. [For further information on Subject Access Requests](#)

Contact us

If you have any concerns or would like to know more about how the service using your personal information please contact us in one of the following ways:

By email to housing.options@teignbridge.gov.uk or alternatively contact us on 01626 361101.