

Privacy Notice (How we use your information)

Accessible Homes Team

Home Adaptations Project

The Accessible Homes team undertake work with all residents, regardless of age, who may have a health need and who are struggling in their home environment. We undertake assessments of your home, help with housing adaptations, and offer a re-housing service. This is open to all our residents, living in any type of housing, including those who rent or who own their own home.

We are now working with an independent consultant to look at how we can improve upon our service to you and support more people to live independently and with dignity. They will review our existing systems and processes and consult with people who live in Kirklees regarding our approach to providing home adaptations. We expect to work with the consultant for three to four months (April to July 2022).

The categories of information that we collect, process, hold and share include:

Personal information such as:

- Name
- Date of birth
- Address
- Telephone number
- Next of kin/representative/carer details

Why we collect and hold this information

- To enable the consultant to undertake a review of our service which will include:
 - Looking at operational data from the last 3 years
 - Looking at what we currently do to help residents
 - Looking at how we can improve upon our service
 - Looking at what changes could be implemented to improve our service
 - How we can better support you to live independently
- To enable local residents to share their views and ideas about home adaptations provision in Kirklees directly with the consultant carrying out the review
- Provide you with a more customer-focused service
- Improve the support we provide you with to live independently

- Assess the quality of our service
- Evaluate and improve our performance
- Derive statistics which inform decisions about future delivery of services

The lawful basis on which we use this information

Under Article 6 of the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

6(1)(a) Your consent. You are able to remove your consent at any time. You can do this by contacting the Accessible Homes Team:

Phone: [01484 225335](tel:01484225335)

Email: AHT@kirklees.gov.uk

Open Monday to Friday: 8:30am - 5pm

Individuals whose details are already held by the Accessible Homes Team (for operational purposes)

We will ask you for your consent to participate in the review process. This will initially be done in a telephone call, and the details of this consent will be recorded.

If you agree to take part, we will, with your consent, pass your name and telephone number to the consultant carrying out the review. The consultant will then contact you and they will obtain written consent.

Individuals whose details are not held by the accessible homes team

We may also ask individuals whose details are not held by the accessible homes team to take part in the review (for example, members of relevant interest groups or networks). Where-ever possible, individuals will be asked to contact the consultant directly to express their interest in taking part in the review and consent to sharing their contact details directly with the consultant for this purpose.

If individuals instead provide the council with a request to participate in the review and consent for their contact details to be shared with the consultant (in a telephone call, email, or face to face conversation) details of the consent will be recorded. If an individual agrees to take part in this way, we will, with their consent, pass their name and telephone number to the consultant carrying out the review. The consultant will then contact them and they will obtain written consent. On completion of this review any information collected by the consultant will be returned to the council.

How we store your personal information

We will hold the information about you securely on Kirklees Council's secure network drives and servers. In line with our retention schedule, a record of your consent for participating in

the review and the contact information provided with your consent, **will be stored for the duration of the project**, up to a maximum of 10 years in line with the retention schedule set out in the [Housing Services Privacy Notice](#).

Who we may share your information with

We will share the information we have collected about you where it is necessary, lawful and fair to do so. In each case we will only share the minimum amount of information, only when required, for the following reasons:

- To enable local residents to share their views and ideas about home adaptations provision in Kirklees
- To enable the consultant to undertake a review of our service

We may share this information with:

- The consultant carrying out the review of Home Adaptation provision in Kirklees which is Foundations (the national body for Home Improvement Agencies in England, also known as Astral PS Limited). More information about Foundations can be found on their website - <https://wwwFOUNDATIONS.uk.com/>
- Other services within Kirklees Council (who are directly involved in the review of home adaptations provision in Kirklees)

We do not share personal information about you with anyone else without consent unless the law and our policies allow us to do so.

Your data protection rights

Under data protection law, you have a number of rights, including the right to have your records rectified and the right to ask for access to all the information the Council holds about you. These rights are listed in more detail on [Kirklees Council's data protection rights page](#).

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Data.protection@kirklees.gov.uk if you wish to make a request.

Further information

The [Housing Services Privacy Notice](#) sets out the wider scope of the work undertaken by our service, which includes the Home Adaptations Team. If you would like further information about how we manage your data, please see the [Kirklees Council privacy notice](#).

If you would like further information about this privacy notice, please contact:

Accessible Homes Team

Phone: [01484 225335](tel:01484225335)

Email: AHT@kirklees.gov.uk



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If you have any worries or questions about how your personal data is handled, please contact the Data Protection Officer at DPO@kirklees.gov.uk or by ringing 01484 221000.

You can also complain to the ICO if you are unhappy with how we have used your data. You can contact the ICO via the ['Contact us' page on their website](#), or by ringing 0303 123 1113.