

Privacy Notice (How we use your information)

Housing Services – Clare House Place of Change and Batley Foyer

The Housing Solutions Service (HSS) team sits within the Council's Housing Services team. The main aim of the work undertaken within Housing Services is to prevent homelessness by providing a range of housing related information, advice and support.

The Housing Solutions Service carries out the Council's legal duties in relation to homelessness, tenancy support, updating the housing register and compliance with housing standards. This includes working closely with housing and homelessness accommodation providers and we have referral rights into Clare House Place of Change and Batley Foyer Supported Accommodation services.

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

- Personal information (name, date of birth, address, telephone number, email address, assessment information, financial information, household information, relevant medical information and social care needs)
- Characteristics (gender, ethnicity, disability, religious or philosophical beliefs, sex life / sexual orientation, national insurance number and NHS number)

Why we collect and hold this information

We use this personal data in order to:

- Provide you with housing related services;
- To help you move on and sustain suitable accommodation in the future;
- To address any problems during your supported accommodation placement;
- To meet our legal obligations;
- Provide you with the support you need to access housing and support, ensure your home is suitable and safe for your needs and maintain your tenancy / licence agreement;
- Enable us to carry out specific functions for which we are responsible;
- Assess the quality of our services – whether we provide it or ask others to do this on our behalf;

- Evaluate and improve our performance;
- Derive statistics which inform decisions about future delivery of services;
- Provide central government with statistical and research information e.g., H-CLIC.

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)(c) We have a legal obligation.

6(1)(e) We need it to perform a public task.

These legal bases are underpinned by acts of legislation that dictate what actions can and should be taken by local authorities. This includes, but may not be limited to:

- Housing Act 1996
- Homelessness Act 2002
- Localism Act 2011
- Homelessness Reduction Act 2017
- Care Act 2014

In order to do this work, we also need to collect some special category data. This is personal data that needs more protection because it is sensitive. Under Article 9 of the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing special category information are:

9(2)(b) Employment, social security and social protection (if authorised by law)

9(2)(c) It is in your vital interests

9(2)(g) Reasons of substantial public interest (with a basis in law)

9(2)(h) Health or social care (with a basis in law)

We also collect criminal offence data where there are safeguarding concerns that need to be addressed for the safety of all other occupants and staff members. We collect this under Article 6(1) of the UK GDPR and an additional Article 10.

How we store your personal information

Your information is safely stored on Kirklees Council's secure network drives.

We keep your personal information for 7 years after the end of the contract. We will then dispose your information by both automatic and manual deletion.

Who we may share your information with

We may sometimes 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 perform and discharge the Council's statutory duties in relation to homelessness and the housing register;
- To assess individual's needs and eligibility for supported accommodation services;
- To support individuals to secure suitable accommodation from supported living arrangements to independent living;
- To safeguard adults;

We may share this information with:

- Other services within Kirklees Council including Adult Social Care Services, Children's Services, Customer & Exchequer, Homes and Neighbourhoods, Legal and Communities;
- National government departments including Department for Education, Health and Safety Executive and Department for Levelling Up, Housing and Communities;
- Other partners such as Home Group, Police, Fire Service, NHS, Department for Work and Pensions, Probation, Trading Standards, Contractors delivering services on our / your behalf, Registered providers of social housing and Voluntary and community organisations.

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

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 RSI@kirklees.gov.uk

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.