

Privacy Notice (How we use your information)

Homes and Neighbourhoods

Partnerships Service

The STAR survey helps Homes and Neighbourhoods to understand levels of satisfaction with housing services amongst tenants. The survey is carried out annually by an independent research consultant. The results of the survey help Homes and Neighbourhoods drive service improvements.

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

- Personal information include:
 - name,
 - address,
 - telephone number,
 - email address
 - date of birth.

Why we collect and hold this information

We use this personal data in order to:

- Gauge levels of satisfaction amongst tenants
- Evaluate and improve our performance;
- Derive statistics which inform decisions about future delivery of services.

The lawful basis on which we use this information

We collect and process information about you under Article 6 of the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information is:

6(1)(b) Processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract.

Storing this information

We will hold the information about you securely, and for no longer than reasonably necessary. We will hold data about our tenants for the length of the tenancy. Data shared with ARP Research Limited in order that they can carry out their research will be deleted 3 months after completion of the survey

Who we share this information with

We are sharing this with ARP Research Limited to carry out the STAR Survey only.

Why we share this information

We share information with ARP Research Limited to carry out research, report on satisfaction levels and inform service improvements.

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: getinvolved@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.