

Privacy Notice (How we use your information)

Homes and Neighbourhoods – Tenant Census

Homes & Neighbourhoods is Kirklees Council's housing management service. Our housing portfolio contains around 21,500 social rented homes and we also manage 1,150 leasehold homes.

The Tenant Census helps improve housing services, support accessible communications, comply with regulatory requirements and ensure records are accurate. The census is carried out by Service Insights Ltd on behalf of the Council. Participation is voluntary.

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

- Personal information for you and your household (such as name, date of birth and address)
- Characteristics (such as gender, sexual orientation, ethnicity, nationality, language preferences, religion, accessibility requirements and disability/health)
- Demographics – employment status, household income, benefit status, income sources, and household information.
- Communication preferences.

Why we collect and hold this information

We use this personal data to:

- Provide you with improving housing services;
- Manage the repairs, maintenance and adaptations of our properties;
- Provide you with the support you need for accessible communications;
- Understand differences in satisfaction levels across groups;
- Enable us to carry out specific functions for which we are responsible;
- Assess the quality of our services;
- Support Equality Act duties;
- Enable us to tailor our services to meet your individual needs;
- Derive statistics which inform decisions and service planning 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)(e) Public task / Official authority: the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.

- **Equality Act 2010**
- **Regulator of Social Housing Consumer Standards**

Special category data

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)(a) Your explicit consent. You are able to remove your consent at any time. You can do this by contacting housing@kirklees.gov.uk

How we store your personal information

Your information is safely stored within Civica CX, Microsoft 365 and secure Council systems.

We keep Tenant Census data for 12 months. We will then securely dispose of your information by manual and automatic 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 manage local authority performance;
- To identify and encourage good practice

We may share this information with:

- Other services within Kirklees Council. The census results are not directly shared with any other Council service however where changes to your records held on the housing management system are made, that information will be visible to services who have access to this system for their business needs.

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:
housing.direct@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.