

Camden housing services



How we use and how we look after the information you give us.

This notice explains rights you have under the GDPR (UK General Data Protection Regulation) and the Data Protection Act 2018 (DPA) and explains why we are collecting personal information from you and what we will do with it. For more information see [Camden Council: privacy statement](#) at Camden.gov.uk.

Why we are asking you for information

We are asking for information which is necessary to provide you with housing services and/or to help us manage your tenancy according to your tenancy conditions (the contract we have with you).

Why we ask the questions we do

The information that we collect includes the following:

Your name and age and the names and ages of other people in your household, your family relationships and your contact details. When we need to make a decision we ask you what we need to know to make it. For example we will ask you about your housing including how long you have lived at your address and if you have any other homes.

The things we take into account when we make decisions about housing are often set out in housing law so we ask for information about the things that the law says we must consider.

We also invite you to let us know if there is anything you would like us to know about when we are managing your tenancy, providing you with services or making decisions. You do not have to tell us sensitive information about your health, family circumstances, support needs or money issues but it can help us provide you with the right services and make good decisions when you do.

When personal information is a legal or contractual requirement.

If we need personal information from you for legal or contractual reasons and you don't provide it this is likely to mean we will be unable to provide you with housing services.

Legal Basis for processing your data:

We use the following legal basis to process your personal data:

Article 6(1)(b) Contract where this is necessary for a contract you have with you, or because you have asked us to take specific steps before entering into a contract.

Article 6(1)(c) the processing is necessary for us to comply with the law

(e) Public task: the processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law.

For special category (sensitive) data:

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

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

And Article 9(f) (f) Legal claims or judicial acts

When we pass your information on

We will only share your data when we have a legal duty or power to do so, and it is necessary and proportionate to share the information. This might be because of a legal duty or to keep a child or a vulnerable adult safe or to allow another council team or someone working for, or on behalf of, the Council to provide services to you. Sometimes we have to share information without asking or telling you because the law says we must or can. We also share information, in the ways the DPA allows, to prevent and detect crime including housing fraud. We have a number of Data Sharing Agreements that set out what data we will share and why. Many of these are on our Open Data Portal [here](#)

We may also share the data from your homes heat meters with external consultants (if you have heat meters fitted) to make energy efficiency improvements to your heating system. This is because of the UK Government's commitments to the Climate Change Act 2008 (2050 Target Amendment) Order 2019.

New tenants only. We will also pass on your name and contact information to the utilities provider that we used when your home was empty. This is to allow them to bill you and us accurately and correctly. You are free to leave this supplier whenever you wish.

The Ministry of Housing, Communities and Local Government (MHCLG) also collects some information for research and statistical purposes for new tenants. This is about your tenancy, your new home, how your home was let to you and about your household. You cannot be identified from the information we provide to them. The privacy notice from the MHCLG tells you more.

How long will we keep your personal information?

We will keep your personal information for as long as we need to provide housing services to you and in line with our corporate retention schedule (the [Council's policy on keeping personal information](#)). There are also legal reasons why we have to keep information about your tenancy.

Your rights:

You have the right to ask for a copy of the personal information we hold about you. You have the right to ask us to correct, delete or restrict how we deal with your personal information. You have the right to ask us to give you your information in a machine readable format (data portability) and the right to complain about automated decision making (see below). If we hold information about you because you have agreed to us having it you have the right to withdraw your agreement at any time. There are some exemptions to these rights. Please see our [website](#) and the [ICO website](#) for more information. To exercise your rights please use [our web form](#).

Automated decision making.

We do not use automated decision making. If we make a decision about you a council officer will be involved in that decision.

What information must you provide and the consequences of not providing information

It is not mandatory for you to provide any information although if you do not provide information that is necessary to provide you with services we may not be able to provide those services to you.

The name and contact details of the Data Controller

The data controller is the organisation responsible for using, storing and handling the personal information. The data controller is: London Borough of Camden, Judd Street, London, WC1H 9JE. Tel: 020 7974 4444

Data Protection Officer

The council must have a Data Protection Officer and the council's Data Protection Officer is Andrew Maughan, Borough Solicitor. dpo@camden.gov.uk Please note he cannot help with housing or tenancy matters.

What to do if you are unhappy with the way the Council has handled information about you:

Please contact the Data Protection Officer at dpo@camden.gov.uk to see if we can resolve the problem.

If you are unhappy with how the Council has handled your personal data you can complain to the Information Commissioner's Office. You can contact the ICO Telephone: 0303 123 1113 , live chat <https://ico.org.uk/global/contact-us/live-chat/> or webform <https://ico.org.uk/global/contact-us/>

Whether the Council will transfer your personal information out of the European Union / European Economic Area (EU/EEA)

We will not transfer your information outside the EU/EEA. This means we will not send or transfer information about you outside the EU. The EEA is the countries who are in the EU – plus a few other countries like Norway and Iceland.

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