

Privacy Notice layer 2 template

Grey highlighted sections represent the blanks services need to complete.

Each Service Area to have one privacy notice.

Please refer to the layer 2 template on the following page.

Privacy notice – Housing Options Team

Who we are?

Shropshire Council is the local government authority for Shropshire. Our address is: Shropshire Council, Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND. You can contact our Data Protection Officer on: 01743 252774 or by email at: information.request@shropshire.gov.uk

How do we collect information from you?

We collect information from you when you visit the Shropshire Council website also when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

What types of information do we collect from you?

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

For training and quality purposes and for the purposes of supporting your application, your incoming calls will/may be recorded and will be retained for up to 7 years (6 years plus current). If we record an outbound call to you, we will agree that we have your consent before we do this.

Details of information obtained from third parties?

Our first point of contact is managed by the Welfare Support Team, who will take your details and log it onto our system.

With consent, we may receive referrals from other agencies under the duty to refer. If contacting out of normal working hours, information may be processed by the Customer Service Centre or Shropdoc, which is then referred to our Out of Hours Officer.

We may obtain further information relating to your circumstances to assist us in preventing or relieving homelessness, with your consent.

How is your information used?

We may use your information to:

- Assess your claim for assistance under the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017)
- Share information, where appropriate, to:
 - Safeguard adults or children
 - Prevent misuse of public funds
- See if you are eligible for Statutory benefit support or to help from discretionary funds administered by the Council.
- Identify and direct you to other forms of support that may be appropriate.

Research and statistics

Anonymised and pseudonymised data may be used for research & statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

Who has access to your information?

We may share your information with the following third parties for the reasons detailed;

- Internal departments, such as (but not limited to) Housing Benefit, Council Tax, Adult Social Care, Children's Services, Shropshire HomePoint, Welfare Support Team; to assess your claim for assistance under the Homelessness Reduction Act 2017, to safeguard adults or children or to prevent misuse of public funds to see if you qualify for help with statutory benefits or from discretionary funds administered by the Council.
- Partner agencies, such as (but not limited to) Wrekin Housing Group (Specialist Housing Service), Shropshire Recovery Partnership (we are with you) ; to assess your claim for assistance under the Homelessness Reduction Act 2017, to safeguard adults or children or to prevent misuse of public funds
- Registered Providers or other accommodation providers; to support in applications for accommodation
- Statutory agencies, such as the Police, National Fraud Authority – We may share your information with statutory agencies in line with our legal obligations and/or in completion of our public tasks.

This sharing of information is necessary for us to comply with our public tasks in the public interest and to comply with our legal obligations under the Homelessness Reduction Act 2017

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

What are your rights in relation the personal data we process?

Access – you can request copies of any of your personal information that is held by the Council.

Rectification – you can ask us to correct any incorrect information.

Deletion – you can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

Portability – you can ask us to transfer your personal data to different services or to you in some circumstances.

Right to object or restrict processing – you have the right to object to how your data is being used and how it is going to be used in the future.

Right to prevent automatic decisions – you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

How long will we keep your information for?

We keep and dispose of all records in line with our corporate retention schedule. We will comply with Data Protection legislation in regards to how long we keep your data.

What security precautions in place to protect the loss, misuse or alteration of your information?

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

Details of any automated decision processes

N/A

Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Cookies & IP addresses

What are Cookies and why are they used?

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can manage them at <https://shropshire.gov.uk/website-information/use-of-cookies/>

Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

By Post: Information Governance
Shropshire Council,
Shirehall,
Abbey Foregate,
Shrewsbury,
SY2 6ND

By phone: 01743 252774

By email: information.request@shropshire.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

By Post: Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

By phone: 0303 123 1113 {local rate) or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit ico.org.uk or email casework@ico.org.uk