

Privacy Notice – Housing Options Service

Who we are:

Housing Options Service – Place Directorate

The lawful basis for processing the information:

- Local Government Finance Act 1992
- Housing Act 1996 (as amended) by the Homelessness Act 2002
- Homelessness Reduction Act 2017
- Code of Guidance - DCLG
- Equalities Act 2010
- Data Protection Act 1998
- The Freedom of Information Act 2000

How we collect information:

- Information is collected from the data subject, support worker, medical professional, police, probation service, housing associations, other internal council services or a parent or guardian.
- Online forms can be completed to apply for housing or to tell the council of a rough sleeper.
- There is a queuing system to see a member of housing staff for face to face advice.
- Homelessness Reduction Act 17 - Public services have a duty to refer personal information to the Housing options service.

Type of information collected:

Housing Options collects names, residential addresses, email addresses, date of birth (if required) household composite, National Insurance number, bank account details and personal bank account statements, payslips, medical status, immigration status and other relevant personal details. Information is collected face to face, by phone or using electronic forms via RBWM's website.

How we use the information provided:

Information will be used to assess housing needs and eligibility.

Who has access to the information about you:

All of the housing option service only. Consent is required when the customer completes the application form so that information can be shared with third parties (Housing Associations).

Who we may share your information with:

Housing Associations, homelessness and emergency accommodation providers. Police and internal council departments including housing benefits and children services if appropriate. High level numbers are shared through government returns.

How long we store your information:

Two years after case closed.

Does your service utilise automate decision making? – No