

Private Housing Service

Housing assistance

Bristol City Council is the data controller for the purposes of the Data Protection Act 1998 and other regulations including the General Data Protection Regulation (Regulation (EU) 2016/679), which means it determines what your data is used for and why it is collected. The purpose of this privacy notice is to tell you about what information we collect about you when you use our service, how we use that information and who we may share it with.

The contact details of the data controller are Bristol City Council, City Hall, College Green Bristol, BS1 5TR.

What data we need to collect and the legal basis for processing it:

To deliver the Private Housing, housing assistance services to you, we will process data on your name, date of birth, ethnicity, religion/faith, financial circumstances, contact details, information relating to your accommodation or accommodation you own insofar as these are relevant to your enquiry, license application or to process your application for assistance.

How long we will keep your data for:

We will hold this information for **seven** years after we cease to provide a service to you, unless the law says that we need to hold it for longer. After this, your information will be deleted or archived.

Why we need to collect your data:

We will use this information to:

- To ensure that we are able to provide you with a service;
- To determine your eligibility for financial assistance

Who we share your data with and why:

This data will be available to a range of relevant Private Housing staff and may be disclosed to other teams within Bristol City Council (BCC), and/or to other providers of services, where data sharing is necessary to provide our services. These are:

- BCC Revenues and Benefits
- BCC Care and Safeguarding
- HM Customs and Excise
- The Home Improvement Agency
- Wessex Home Loans

This data will be shared with some of the above agencies depending on your enquiry to ensure that we are able to provide services to you.

Where we have used automated processing or profiling:

This data has been processed automatically and may be used to make non-legally significant decisions based on the information you supply. This decision is reached by matching your circumstances with known homelessness risk triggers, after which we may offer a homelessness prevention service to you. This is important because it is our duty to try to prevent homelessness whenever possible.

Where we have received your data from a third party:

We obtain some data from referrals into our service. Where data is provided it may include: your name, address, properties you may own, etc and your contact details.

Your rights as a data subject:

You have the right to ask for access to your data and where data is found to be inaccurate to have that data corrected. In certain circumstances you have the right to have data held about you erased, or the use of it restricted. You may be able to object to processing and may also have the right to have your data transferred to another data controller.

You also have a right of complaint to the Information Commissioner's Office (ICO) at www.ico.org.uk if you think we have not dealt with your information in a proper manner.

You can ask to see what information we hold about you and have access to it. You can do this by contacting:

Senior Data Protection Officer
Bristol City Council
ICT Commissioning and Information Governance
P O Box 3176
BRISTOL
BS3 9FS
Data.protection@bristol.gov.uk

Other questions about the data being processed may also be sent to the above address.

Fraud Prevention and Detection:

Bristol City Council is required by law to protect the public funds it administers. It may share information provided to it with other bodies responsible for auditing, administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For more information visit www.bristol.gov.uk/data-protection-foi/fraud-prevention-and-detection.

