

Private Housing Service

Bristol City Council is the data controller for the purposes of the Data Protection Act 2018 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 provide the Private Housing Service, we will process data on your name, date of birth, financial circumstances, contact details, information relating to your accommodation or accommodation you have an interest in, insofar as these are relevant to your enquiry. We are collecting this data in compliance with our legal obligations under various pieces of legislation e.g. Housing Act 2004, Housing and Planning Act 2016, Environmental Protection Act 1990, Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 (this list is not exhaustive) and/or it is in the public interest to process this data.

If you don't allow us to use your data this will mean that we will be unable to provide you with a service in relation to our statutory powers and duties, including taking enforcement action, processing property licence applications and processing loans and grants.

How long we will keep your data for:

We will hold this information until we have completed our enquiries, 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:

- Ensure that we are able to provide you with a service in relation to our statutory powers and duties;
- Process your property licence application;
- Take enforcement action;
- Determine if you are eligible for certain loans and grants;
- Provide you with updates and newsletters about statutory and regulation changes, and events of relevance to landlords in the private rented sector.

Who we share your data with and why:

This data will be shared with 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 include:

- BCC Landlord Liaison Officer
- BCC Revenues and Benefits
- BCC Care and Safeguarding
- BCC Trading Standards
- Avon and Somerset Police
- HM Customs and Excise
- Charity Commission
- Avon Fire and Rescue
- Wessex Home Loans
- WE Care and Repair
- Building Research Establishment (BRE)

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.

As required by section 232 of the Housing Act 2004

(<http://www.legislation.gov.uk/ukpga/2004/34/section/232>) it is a legal requirement that we establish and maintain a public register of properties licensed under the Housing Act 2004, and specifically to ensure that the contents of the register are available for inspection by the public and if requested to provide a copy of the register.

The register contains the information set out in regulation 11 of the Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006 (<http://www.legislation.gov.uk/uksi/2006/373/regulation/11/made>). This includes the names and addresses of licence holders and any managing agents.

Our financial assistance policy is set out with regard to the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002. In order to assess an applicant's eligibility for certain loans and grants, we need to ask for personal and financial information regarding their property ownership. Our grants and loans are delivered both by ourselves and with partners Wessex Home Improvement Loans and WE Care and Repair.

The BRE undertake regular Stock Condition Surveys on behalf of the Council using some of the council's local property data and along with other data sources provide a profile of the stock and estimate stock condition etc. For more information visit <https://www.bregroup.com/privacy-policy>

Bristol City Council jointly hosts the National Trading Standards Estate & Letting Agency Team with Powys County Council. This reflects their appointment as lead enforcement authority (LEA) under the Tenants Fees Act 2019 and Estate Agents Act 1979 respectively. The LEA's work as a single team with shared resources and data collected relating to the Estate Agency & Lettings sector will be shared between the two local authorities.

Where we have received your data from a third party

We get some data from third parties. These third parties include:

- Other BCC departments

- Avon and Somerset Police
- HM Customs and Excise
- Charity Commission
- Avon Fire and Rescue
- Land Registry
- Wessex Home Improvement Loans
- WE Care & Repair

The data we receive includes name, property address and 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. Please contact subjectaccessrequest@bristol.gov.uk if you wish to enforce any of these rights or wish to see a copy of the information we hold about you.

If you have a complaint about how we have handled your data the Council's Data Protection officer can be contacted at:

Data Protection Officer
Information Governance
Bristol City Council
City Hall
College Green
Bristol
BS1 5TR
Data.protection@bristol.gov.uk

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.

Other questions about the data being processed by the Private Housing Service should be sent to:

Private Housing Service
Bristol City Council
P O Box 3399 (100TS)
BRISTOL
BS1 9NE
private.housing@bristol.gov.uk

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.