

Privacy Notice for Homes and Landlord Services

Who we are

Bristol City Council is the data controller for the purposes of the Data Protection Act 2018 and other regulations including the UK General Data Protection Regulation (UK GDPR), which means it determines what your personal data is used for and why it is collected.

The purpose of this privacy notice is to tell you about how we collect and use personal data in connection with our service. We may update this privacy notice from time to time. When we do this, we will communicate any changes to you and publish the revised privacy notice on our website. This privacy notice should be read alongside the councils [Corporate Privacy Notice](#).

Our main address is City Hall, College Green, Bristol, BS1 5TR and our contact details can be found on [Bristol City Website](#).

Homes and Landlord Services (HLS) is part of Bristol City Council's Housing Directorate. Our primary focus is on our role as a social housing landlord. Other parts of the Housing Directorate, such as the [Housing Options Service](#) and [Private Housing Service](#) have their own Privacy Notices. Among the core service areas of Homes and Landlord Services are:

- Housing management, including that for specialist groups (e.g. Services to Older People)
- Housing maintenance and repair and ensuring our housing stock meets safety, letting and repair standards
- Major works to homes
- Collecting rents and service charges
- Tenancy management and enforcement (i.e. monitoring for breaches of the tenancy agreement as well as for incidences of crime and anti-social behaviour).
- Leaseholder and Shared Ownership services
- 'Right to Buy' services
- Communal services including estate management, resident welfare and community involvement and engagement
- Contract management

What data we need to collect and use?

To provide this service, we will collect and use some or all the personal information below:

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- Name
- Date of Birth
- Any ID number e.g. Passport number, NI, NHS, internal ID.
- Address and former addresses
- E-mail address
- Phone number
- Ethnicity
- Nationality
- Sexual orientation
- Gender/Gender Identify
- Marital status
- Information relating to the individual's religion or other beliefs
- Information relating to the individual's physical or mental health or condition
- Information relating to the financial affairs of the individual
- Information relating to the family of the individual and the individual's lifestyle and social circumstances
- Information relating to any offences committed or alleged to be committed by the individual (to meet legal and public protection obligations we have when processing your application).
- Information relating to criminal proceedings, outcomes and sentences regarding the individual (to meet legal and public protection obligations we have when processing your application).
- Employment and career history

We get most of this information from you and from what we learn about you through your use of our services, but we may also get some information about you from:

- Technology you use to access our services
- Information (photographs, videos etc) that you make public on social media, if considered necessary and proportionate as part of an investigation related to a tenancy or other housing matters
- Information from publicly available sources (press, electoral register, company registers and other public records, online search engines)
- Family members, friends or acquaintances
- Other local authorities, private sector landlords, housing associations, lettings agents
- Mortgage lenders
- Health services
- Children, family and adult services
- Education services
- Department of Work and Pensions, Housing Benefit and Council Tax services
- Police, prisons, probation and youth offending services

- Citizens Advice and voluntary sector organisations.

CCTV

We operate overt CCTV systems at some housing blocks across the city. These systems capture and record images of residents or members of the public who are entering and using the communal areas (entrance halls, foyers and lifts) of some of our housing blocks. Where we have CCTV systems in place, we always display signs notifying the fact that the area is covered by CCTV.

How do we use your personal information?

We use this information for one or more of the following reasons:

- Contact you to arrange viewings of properties,
- Contact you to discuss the information you've provided and make sure that the information we have for you is accurate and up to date,
- Communicate with you in an appropriate way and deliver you the best service,
- Set up your account for all future communications and collect payments for rent and service charges,
- Understand any vulnerabilities or specific needs you may have, so we can adapt our services where necessary and help you to access relevant support,
- Provide you with any advice and support you may need with claiming benefits, budgeting or sustaining your tenancy to enable you to live independently in your home,
- Provide repairs and maintenance services in line with our landlord health and safety responsibilities,
- Investigate and resolve complaints being received related to Anti-Social Behaviour (ASB), nuisance or breaches of tenancy. We may use CCTV for this purpose,
- The detection and prevention of crime. We may use CCTV for this purpose,
- Consult with you on changes to services, ask you for feedback and carry out surveys to improve our services – this can be by email, phone, text and/or face to face for both our own purposes and reporting to the Regulator of Social Housing,
- Use collated and anonymised data to monitor or audit the performance of services, equalities monitoring or for reporting statistics to central government or any relevant regulatory authority.

In the following circumstances you (or a service you may use) are required by law or contract to provide personal information.

- [Prevention of Social Housing Fraud \(Power to Require Information\) \(England\) Regulations 2014](#)
Local authorities can compel some private sector organisations (banks, building societies, suppliers of credit, water and sewerage companies, gas and electricity providers and telecommunications companies) to provide information that can be used in the investigation of social housing fraud.
- Multi-Agency Public Protection Arrangements (MAPPA):
Supported by the [Criminal Justice and Court Services Act 2000](#) and the [Criminal Justice Act 2003](#), MAPPA requires information sharing between agencies to manage the risks posed by violent or sexual offenders in the community.
- [Council Tax \(Administration and Enforcement\) Regulations 1992](#):
Regulations 3 and 4 place obligations on residents, owners, and managing agents of dwellings to provide information to billing authorities for tax purposes.
- Court Orders:
Individuals may be compelled by law enforcement to provide personal data to comply with court orders.

What is the legal basis for our use of your personal information?

The information below shows the legal bases we are relying on to use your personal or special category (sensitive) personal information.

You can see a list of the full legal bases we may rely on by looking at our [main privacy notice](#).

Our lawful bases for using your personal information is to exercise our tasks in the public interest with the basis in law as shown below.

Our lawful bases for using your special category information is substantial public interest supplemented by DPA (Data Protection Act 2018) for the purposes of 'Statutory and Government Purposes'.

Processing your criminal conviction and offences data is carried out under our control and supplemented by the DPA 2018 for the purposes of 'Statutory and Government Purposes', 'Preventing or detecting unlawful acts', 'Protecting the public against dishonesty', 'Preventing Fraud' and 'Safeguarding of children and individuals at risk'.

We have housing and public protection related duties under the following legislation:

- Anti-Social Behaviour Act 2003
- Anti-Social Behaviour, Crime & Policing Act 2014
- Building Safety Act 2022
- Care Act 2014
- Children Act 1989 & 2004

- Commonhold and Leasehold Reform Act 2002
- Crime and Disorder Act 1998
- Criminal Justice and Public Order Act 1994
- Equalities Act 2010
- Fire Safety Act 2021
- Health and Safety at Work Act 1974
- Housing Act 1985, 1988, 1996 & 2004
- Housing and Planning Act 2016
- Housing and Regeneration Act 2008
- Human Rights Act 1998
- Landlord and Tenant Act 1985
- Leasehold Reform, Housing and Urban Development Act 1993
- Local Audit and Accountability Act 2014
- Local Government Act 1974
- Localism Act 2011
- Mental Capacity Act 2005
- Prevention of Social Housing Fraud Act 2013

Also, any associated regulations, statutory guidance and codes of practice.

Who else might we share your personal information with?

Sometimes we may need to share your information, but we will only do so where we have a valid legal basis to share data. We will only share the minimum information for each circumstance. We may share some of your personal information with one or more of the following:

The data we collect as part of your tenancy will be shared with:

- Other departments in Bristol City Council (i.e. Council Tax, Adult Social Care, Children's Services, Internal Audit, Legal Services etc)
- Our contractors, in order to undertake repairs, maintenance, compliance or improvement works.
- Utility companies (water, gas, electricity etc), in order to set up the services you need to live in your home.
- Other local authorities, landlords, housing associations and trusts, in connection with tenancy history, references and other housing related enquiries.
- With community partners in connection with the delivery of co-ordinated local services.
- With banks, building societies, credit reference agencies and debt collection agencies, in relation to financial circumstances and any outstanding charges.
- With central government departments and statutory regulatory bodies (ie. Health and Safety Executive, Regulator of Social Housing, Housing

Ombudsman), as necessary for exercising statutory, governmental, or other public functions.

- With Police and other relevant authorities (e.g. Probation Service, Department of Work and Pensions, HM Revenues and Customs) in relation to the prevention or detection of crime, fraud and Anti-Social Behaviour (ASB); the apprehension or prosecution of offenders and the assessment or collection of tax or duty.
- Emergency services, if there are any health conditions or vulnerabilities that they need to be aware of in case of fire, emergency evacuation etc.
- Legal representatives defending or prosecuting a possession case as part of the disclosure of evidence prior to a court hearing.

Where we have shared your data with other Bristol City Council services, the general Bristol City Council retention schedule will apply and is available on the [Bristol City Council website](#).

The information provided may be shared with other organisations such as those listed above, who have demonstrated that they have a lawful and legitimate interest in the information, for the purposes of detecting criminal activity or Anti-Social Behaviour (ASB), building or fire safety, carrying out enforcement actions or providing services or assistance to our residents.

We may also use data processors to support our activities, for example by providing systems we need or delivering services on our behalf. For example:

- NEC Housing Management System – all data/information used by Homes and Landlord Services is stored and processed using our new NEC Housing Management System software.
- We may use third party research companies to carry out resident satisfaction surveys, who will undertake, process and present the survey results on our behalf. Any such survey will invite you to participate; this will be classed as asking for your consent to participate. The information gathered will be only used for the purposes of the survey and we will not assume consent for any other purpose. Personal data collected during the survey will be deleted upon the completion of the survey analysis and will not be stored or used for any other purpose.

Will my personal data be sent outside the UK

No personal information is routinely sent or held outside the UK. Should the transfer of personal information outside the UK become necessary, it will only take place if permitted by law, and then only where there are appropriate safeguards in place to protect the data.

How long we will keep your personal information?

We will hold this information for as long as it is needed, or if we are required to do so by law. In practice this means that your personal information may be retained for the relevant period listed below:

- We will hold information gathered as part of your tenancy for the lifetime of your tenancy. There may be circumstances where we hold data longer than this period to help manage any former tenants' debts and in securing housing. After this, your information will be deleted or archived.
- Recorded CCTV images are automatically deleted after 28 days, unless footage has been retrieved and saved for a specific purpose. If saved beyond 28 days, CCTV data will only be saved for as long as it is needed (for example, for the duration of a legal action). Once the data is no longer required for the specific purpose, it will be deleted.

Your rights as a data subject

The law gives you a number of rights to control what and how personal information is used by us, including the right to access a copy of your personal information and withdraw your consent when we rely on your permission to use your personal data.

Full details about how we use and share your data and your rights can be found on our [Corporate Privacy Notice](#). If you are unable to access our digital Privacy Notice, please [contact Citizens Services](#) whom will be able to send a hard copy.

To update or correct your information if it is inaccurate please [contact Citizens Services](#).

To access a copy of your personal information, more details and how to make a request can be found on the [data protection subject access requests page on the council website](#).

You can exercise any of these rights, ask questions about how we use your personal data or complain by contacting us at data.protection@bristol.gov.uk or by writing to our data protection officer at:

Data Protection Officer
Information Governance
Bristol City Council
City Hall
PO Box 3399
Bristol

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BS1 9NE

If you think we have dealt with your information inappropriately or unlawfully, you have the right to complain to the ICO at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Website: <https://ico.org.uk/>

Next annual review date: October 2026

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