

Privacy Notice for Private Sector Housing

We aim to improve the standard of private sector properties through grant assistance, enforcement action, education and advice.

Most of the personal information we hold about you is provided by you however on occasions information about you may be provided by third parties. For example if you are a land lord information about you may provide to us by your tenant or vice versa. Information about you may also be provided by a member of the public or another enforcement authority.

The information collected and held will vary and depend on the nature of the service. If you choose not to provide us with the information we ask for, in many cases, we will not be able to provide you with the service.

Processing activity - we will process personal information relating to:

- inspecting private residential accommodation
- issue of improvement notice(s)
- issue a hazard awareness notice
- making prohibition order(s)
- taking emergency remedial action
- making emergency prohibition orders
- licencing and inspection of properties in multiple occupation (HMOs)
- licencing of caravans, camping sites and mobile homes
- advice to landlords and private sector tenants
- unlawful evictions and harassment
- help and assistance to return empty properties to residential use
- administering disability facilities grant
- administering discretionary assistance; grants and loans
- energy savings advice
- landlords' forum
- housing options for people with disabilities
- housing condition reports for immigration purposes
- record of fee payments (excluding bank/credit card details)
- applying for banning order(s) (rogue landlords and letting agents)
- applying for rent repayment order(s) (rogue landlord(s) and letting agents)
- Imposing penalty charge notices

Information requirements - our processing activities may include:

- your name
- address
- telephone number
- nationality
- date of birth
- unique identifiers (such as National Insurance Number)
- signature(s)
- change of circumstance details
- medical and welfare details
- housing needs' assessment(s)

- GP/support worker details
- carer details
- licences
- satisfaction surveys
- other occupants in your home (including children)
- call recording
- property ownership
- details on rented property such as gas safety certificates etc
- tenancies
- reports of your actions/behaviours

Lawful bases - our lawful bases for processing your personal information are:

- Necessary for the performance of a task in the public interest or in the exercise of official authority vested in us in accordance with the legislation referred to below.
- Processing is necessary for a compliance with a legal obligation to which we are subject, please see the annex for examples
- We will not generally rely on consent as a lawful basis for processing when we do so we will clearly tell you that we are seeking your consent

Reasons for processing - some of the information that is collected and shared is classified as:

- special category personal data;
- criminal convictions and offences (including alleged offences).

This is processed for reasons of substantial public interest under the laws that apply to us (see above) where this helps to meet our broader social obligations such as where it is necessary for us to fulfil our legal obligations and regulatory requirements. We have a Data Policy that sets out how this information will be handled.

Data processor

We use a number of external service providers to deliver our services such as contractors carrying out works on properties. These companies are data processors for us and only process personal information in line with our instructions.

Data sharing –your information may be shared with and/or obtained from:

- ombudsmen
- courts/tribunals
- housing associations
- external service providers
- Kent Fire & Rescue Service
- local authorities
- Border Force
- Kent County Council (safeguarding)
- NHS
- mortgage providers
- DFG Agents (disability facilities grants)
- EE installers
- utilities
- elected Councillors and/or Member of Parliament

- home support (works in default and handy person assistance)
- private sector landlords
- tenants
- lettings agents
- friends and relatives you and your household may have been living with
- voluntary sector organisations

We may rely on a number of exemptions, which allow us to share information without needing to identify a lawful basis for the sharing and without needing to provide you with information about the sharing. Please refer to the Kent & Medway Information Agreement for further details on our sharing arrangements.

Anonymisation

Your personal information may be converted ('anonymised') into statistical or aggregated data in such a way that ensures that you cannot be identified from it. Aggregated data cannot, by definition, be linked back to you as an individual and may be used to conduct research and analysis, including the preparation of statistics for use in our reports.

Right to object

Where processing your personal information is required for the performance of a public interest task (see our lawful bases above), you have the right to object on 'grounds relating to your particular situation'. We will have to demonstrate why it is appropriate for us to continue to use your personal data.

Changes to this Privacy Notice

We review this Privacy Notice regularly and will place updates on our website. Please refer to our [Corporate Privacy Notice](#) for further details of how we process your personal information and for details on your additional rights.

Annex

- our legal obligation(s) under the Caravan Sites and Control of Development Act 1960
- our legal obligation(s) under the Protection from Eviction Act 1977
- our legal obligation(s) under the Housing Grants, Construction and Regeneration Act 1996
- our legal obligation(s) under the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002
- our legal obligation(s) under the Licensing and Management of Houses In Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006
- our legal obligation(s) under section 85 Local Government Act 2003
- our legal obligations(s) under the Housing Act 2004
- our legal obligations(s) under the Building Act 2004
- our legal obligation(s) under the Housing & Planning Act 2016
- our legal obligation(s) under the Mobile Homes Act 2013
- our legal obligations under the Smoke And Carbon Monoxide Alarm (England) Regulations 2015
- our legal obligation(s) under the Digital Economy Act 2017