

# Privacy Notice – Housing Arrears

Details of what information we collect from you, what we do with it and who it might be shared with.

## Information Collected

Some information is essential – we can't help you without it. Other information is optional. However, if you choose not to tell us something we may not make the right assessment. This means we may not be able to give you the help you need.

When dealing with you we'll ask you for the information shown below. Essential information is marked with a \*

1. **\*Personal details.** Your name and address.
2. **Health information.** This is any physical or mental health information.
3. **Financial information.** Your income, benefits received and expenditure. Details of any debts and who you owe the money to. Bank and building society details and account balances. Your savings and any money from inheritance. Any properties or businesses you own.
4. **Preferred contact.** You can choose to give a telephone number and/or email address

## Why We Collect This Information

1. **Personal details.** We use these to identify you.
2. **Health information.** This is used to assess your needs.
3. **Financial information.** We use this to help you find a way to pay your rent, any service charge and arrears. It's also used to see if you need financial help or advice.
4. **Preferred contact.** You can choose to tell us your telephone number and/or an email address. We use these to contact you more quickly if we have any questions or problems in the future.

## Who We Might Share Your Information With

1. **Debt Collection Agencies**  
We employ outside debt collection agencies to collect unpaid rent and or service charges. We have data sharing agreements with these agencies. These agreements strictly control how they store and use your personal information. We are allowed to do this under the Housing Act 1985.

We will only share your name and contact details with our external contractors.

Your health and financial information is not shared with anyone.

**2. The County Court.**

Your personal information may be shared if we need to take legal action against you. This would be cases where we need to repossess your home if we cannot collect the unpaid rent and or service charges. We are allowed to do this under the Housing Act 1985.

**3. Adult & Children's Social Care.**

Your personal information may be shared for the prevention and detection of crime. We have a duty to do this under the Anti-Social, Crime & Policing Act 2014. We may also share information if we feel there is a risk to a child or vulnerable person. We have a duty to do this under the Children's Act 2004, as amended by the Children and Social Work Act 2017 and/or the Care Act 2014.

**4. Police.**

Your personal information may be shared for the prevention and detection of crime. We have a duty to do this under the Anti-Social, Crime & Policing Act 2014 and/or the Crime & Disorder Act 1998. We may also share information if we feel there is a risk to a child. We have a duty to do this under the Children's Act 2004, as amended by the Children and Social Work Act 2017.

**5. Probation Services**

Your personal information may be shared for the prevention and detection of crime. We have a duty to do this under the Crime and Disorder Act 1998.

**6. Community Safety**

If we have concerns about anti-social behaviour from any person in your home we may pass information to the Safeguarding Officer. We have a duty to do this under the Anti-Social, Crime and Policing Act 2014.

With your consent we may also share details with

- Support agencies
- Relevant charities
- Early help and intervention team
- West Sussex accommodation team
- West Sussex financial support team
- NHS community health teams
- Housing associations
- Citizens Advice Bureau
- ADC money advisor

- Benefits team

## **What We Do With Your Information**

The information you provide is used for us to execute our public duty under:

- The Housing Act 1985
- The Housing Act 1996

## **How Long We Keep Your Information**

We will keep your name and address throughout your tenancy. When your tenancy legally ends we will keep your information for a further 6 years. After this it will be destroyed.

If we take you to court for anti-social behaviour we will keep your information for 6 years or until the end of the legal action.

If we make a payment arrangement with you we will keep your financial information for one year or the duration of your arrangement whichever is longer.

## **Your Legal Rights**

You do have some legal rights in respect of the personal information we collect from you. Please see our website for further details <https://www.arun.gov.uk/privacy-policy>

You can also contact the Council's Data Protection Officer:

Email: [liz.futcher@arun.gov.uk](mailto:liz.futcher@arun.gov.uk)

Tel: 01903 737610

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at: <https://ico.org.uk/concerns/>

