

Privacy Notice – Housing Planned Repairs

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 maintain your property without them. Other information is optional. However, if you choose not to tell us something we may not give you the help you need.

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

1. ***Personal details.** Your name, address.
2. **Health information.** This is any disabilities you may have.
3. **Ethnicity.** Language spoken.
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. **Ethnicity.** If you don't speak or understand English please tell us. We are able to offer extra assistance if needed.
4. **Preferred contact.** You can choose to tell us your telephone number and/or an email address. We use these to contact you to arrange getting access to your home to do the works.

Who We Might Share Your Information With

1. **External Contractors.**
We employ outside contractors to maintain our properties. We have data sharing agreements with all of these contractors. These agreements strictly control how they store and use your personal information.

We are allowed to do this under:

- Housing Act 1985
- The Housing Construction and Regeneration Act 1996

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 Landlord and Tenant Act 1985
- The Housing and Construction Act 1996

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

Your health and financial information is not shared with anyone.

How Long We Keep Your Information

Our external contractors will destroy your personal data once the works are complete.

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

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/>