

READING BOROUGH COUNCIL

**Data Privacy Notice
Housing - Tenant Services**

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| <p>The identity and contact details of the company</p> <p>Tenant Services Team, Reading Borough Council, Neighbourhoodservices@reading.gov.uk</p> |
| <p>Contact details of the Data Protection Officer</p> <p>Ricky.gill@reading.gov.uk</p> |
| <p>What Personal Data is held?</p> <p><i>Name, Address, telephone, email, tenure, health and disability information obtained through surveys, questionnaires and other consultation with tenants/licencees.</i></p> |
| <p>How will the data be stored?</p> <p><i>On a secure drive that is accessed via Reading Borough Council encrypted laptops and systems.</i></p> |
| <p>What is the legal basis for the collection, use and storage of the data?</p> <p><i>To manage the contractual aspects of the tenancy and licence agreements help with Reading Borough Council. This includes evidencing consultation process. The Tenancy and Licence Agreement is specific in stating that tenants have a right to be kept informed and consulted on the performance of the Housing Service. To enable tenants/licencees to participate in co regulating the Housing Service as is their right under the Localism Act 2011. To support tenants access needs in line with the Equality Act 2010</i></p> <p><i>To record the consultation process and agreement or otherwise of residents to capital and revenue projects in individual properties, blocks of flats or wider estate areas.</i></p> <p><i>To identify possible improvement actions to individual properties, blocks of flats or wider estate areas and where appropriate other support services the data subject may wish to access.</i></p> <p><i>To assist community groups to develop locally and potentially seek funding.</i></p> |
| <p>Give details of how long the data will be stored and criteria used to determine this?</p> <p><i>For the duration of the tenancy and for 6 years after the ending of the tenancy.</i></p> |
| <p>Who will it be shared with and for what purpose?</p> <p><i>Within RBC, appropriate Council Services including Housing, Adult social Care and Reading's Anti-Social Behaviour Team if appropriate. Information will only be shared with the data subject's prior consent. Externally, Thames Valley Police and voluntary support services such as Age Concern, Reading Voluntary Action and Housing Associations. Information will only be shared with the data subject's prior consent.</i></p> |
| <p>How can the service user get access to it?</p> <p><i>Subject Access Request can be made by following the link:</i> www.reading.gov.uk/dataprotection</p> |

Classification: OFFICIAL

State whether any data is to be transferred outside the EU?

No

Is processing based on consent?

Yes

What other rights does the service user have that we have to make known to them?

The right to have their data corrected, the right to have their data deleted and their right to put a complaint to the Information Commissioner's Office (ICO)

State if there will be any automated decision making

No

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