

READING BOROUGH COUNCIL

Data Privacy Notice  
Housing - Tenant Services

<p><b>The identity and contact details of the company</b></p> <p>Tenant Services Team, Reading Borough Council, Neighbourhoodservices@reading.gov.uk</p>
<p><b>Contact details of the Data Protection Officer</b></p> <p><a href="mailto:Ricky.gill@reading.gov.uk">Ricky.gill@reading.gov.uk</a></p>
<p><b>What Personal Data is held?</b></p> <p><i>Name, Address, telephone number, email address, photo of tenant, photos of the condition of the property including any improvements/alterations made by the tenant, medical/health/disability information of the tenant and household members</i></p> <p>.</p>
<p><b>How will the data be stored?</b></p> <p><i>On a secure drive that is accessed via Reading Borough Council encrypted laptops and systems.</i></p>
<p><b>What is the legal basis for the collection, use and storage of the data?</b></p> <p><i>To manage the contractual aspects of the tenancy and licence agreements held with Reading Borough Council.</i></p> <p><i>To do this the tenant or licensee signs a Tenancy or Licence Agreement with the Council. To support this variety of visits and forms are used to collect information about the tenant/licensee and household members and to visit Council properties to ensure they are being well maintained, that the conditions outlined in the tenancy/licence agreement are being followed and to provide any necessary help, support and advice to tenants/licensees and household members to help them sustain and maintain the tenancy and licence agreement. The forms may also be used to gather information for possible legal action where the conditions outlined in the tenancy and licence agreement are not being maintained.</i></p> <p><i>To manage aspects of the tenancy and licence agreement in line with Housing legislation including the Housing Act 1985 and the Localism Act 2011.</i></p>
<p><b>Give details of how long the data will be stored and criteria used to determine this?</b></p> <p><i>For the duration of the tenancy and for 6 years after the ending of the tenancy.</i></p>
<p><b>Who will it be shared with and for what purpose?</b></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, other statutory bodies such as the Health or probation service 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><i>Information will be collected to help the Housing Service carry out its contractual obligations under the Tenancy and Licence Agreement, to update any changes to the tenancy and to help support tenants and other household members to maintain their tenancy and to target</i></p>

<i>services and or resources to those in need.</i>
<b>How can the service user get access to it?</b> <i>Subject Access Request can be made by following the link: <a href="http://www.reading.gov.uk/dataprotection">www.reading.gov.uk/dataprotection</a></i>
<b>State whether any data is to be transferred outside the EU?</b> <i>No</i>
<b>Is processing based on consent?</b> <i>Yes</i>
<b>What other rights does the service user have that we have to make known to them?</b> <i>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)</i>
<b>State if there will be any automated decision making</b> <i>No</i>