

READING BOROUGH COUNCIL

## Data Privacy Notice for Housing Building Maintenance Functions

### The identity and contact details of the company

READING BOROUGH COUNCIL HOUSING BUILDING MAINTENANCE SERVICE  
19 Bennet Road  
Reading  
RG2 0QZ

### Contact details of the Data Protection Officer

Ricky.gill@reading.gov.uk

### What Personal Data is held?

Name (Service Users and Employees)  
Address (Service Users only)  
Contact Number(s) (Service Users only)  
E-mail Address (Service Users only)  
Disability (Service Users only)  
Payroll Number (Employees only)  
Start Date (Employees only)  
End Date (Employees only)  
Job Title (Employees only)  
Council Vehicle Registration (Employees only)

### How will the data be stored?

- On our Client Repair Management system - OHMS
- On our Repair Management system - TotalRepairs
- On our Asset Management system - CodeMan (SAM - web based version)
- On our Vehicle Management system - Quartix
- On our Lone Working Management system -
- On bespoke databases for specific planned maintenance schemes, cyclical maintenance works, and staff management information

These are all stored on the Councils secure servers and have additional password protected rules at user level

- All office staff use encrypted laptops
- All trade staff use encrypted mobile devices
- Access to databases/systems where this information is processed is restricted on a need to know basis and is password protected

- All staff are trained on data protection requirements and their responsibility for protecting personal data
- Any information shared with our contractors is encrypted if it contains personal information
- Our contractors are reminded that they too need to comply with the Data Protection regulations and are required to confirm this as part of our procurement process

**What is the legal basis for the collection, use and storage of the data?**

Service Users - this information is essential in order for us to carry out work requested/required in accordance with the Tenancy agreement if the user is a Tenant of Reading Borough Council; Wokingham Borough Council; or Homes for Reading. If it relates to a private sector property or housing association property then the information is held with the occupiers consent - this is managed by the client who is requesting the work.

Employees - for Health and Safety management and for the purpose of workforce management

Generally - we act as contractor to a number of clients and store/process the information they provide us with in order to carry out our contracted obligations to complete the work requested. Our clients include:

Reading Borough Council Services  
Wokingham Borough Council  
Homes for Reading  
Women's Refuge  
Winterwatch  
Affinity Housing (PFI)  
Private Sector Disabled Facilities Grants  
Leaseholders of RBC Freehold properties

**Give details of how long the data will be stored and criteria used to determine this?**

Any information associated with work undertaken to a property is held for 6 years and then destroyed in accordance with the Limitation Act 1980 S2

Any information relating to employee matters are held for 6 years from the date of termination of employment then destroyed (or in accordance with the Data Retention Schedules for Legal and Democratic Services)

**Who will it be shared with and for what purpose?**

- Data will only be shared with other bodies that we have contractually employed to do work on our behalf
- It will be shared internally for the better performance and efficiency

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| <p>of Council services if required (but personal information removed where possible)</p>  |
| <p><b>How can the service user get access to it?</b></p> <p><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></p>   |
| <p><b>State whether any data is to be transferred outside the EU?</b></p> <p>No data is to be transferred outside of the European Union</p>   |
| <p><b>Is processing based on consent?</b></p> <p>You have a 'right to be forgotten' so you can ask for your personal information to be deleted where:</p> <ul style="list-style-type: none"><li>• It is no longer needed for the reason why it was collected in the first place</li><li>• You have removed your consent for us to use your information and we do not have to keep your information for legal reasons</li></ul> <p>If we have shared your personal information with others, we will do what we can to make sure those using your personal information comply with your request for erasure.</p> <p>We may not be able to delete your personal data if it is needed for legal reasons, for reasons of public health, public interest or for medical purposes.</p> |
| <p><b>What other rights does the service user have that we have to make known to them?</b></p> <p>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)</p>  |
| <p><b>State if there will be any automated decision making</b></p> <p>There will be no automated decision making as a result of the information held</p>  |