

Privacy Notice for the Welfare Advice Service

Service description

The Welfare Advice Service is provided by Canterbury City Council who is the data controller and a recipient of your information. Canterbury City Council has the statutory duty to provide information and advice on:

- Preventing homelessness,
- Securing accommodation when homeless,
- The rights of people who are homeless or threatened with homelessness and the duties of the council,
- Any help that is available from the council or anyone else for people who are homeless or may become homeless and how to access that help.

The Welfare Advice Service may be provided on behalf of Canterbury City Council by Canterbury District C.A.B and Canterbury Housing Advice Centre (CHAC) who will also be in receipt of your information for this purpose.

Processing activity

Our processing activities include:

- Assessing your situation,
- Providing you with advice or assistance,
- Contacting you about your situation,
- Requesting you provide documents to prove your situation,
- Contacting third parties to request further information about you or to discuss your situation
- Referring you to third parties and / or other agencies that may be able to help you,
- Processing data for statistical purposes,
- Sharing data with other parties as allowed by law.

Information requirements

This information may include:

- Basic personal information such as address, telephone, number, email address;
- Details about your household composition, income, allowances, savings and investments including those of your partner or any dependents;
- Information about where you live, and who provides you with your accommodation;
- Any other information provided in support of your situation, such as medical evidence, proof of identification or any other required or supplied document

There is no legal requirement to provide this information, however not providing any relevant information may limit or affect the help we can give you.

Lawful bases

Our lawful bases for processing your personal information is our statutory duty under The Housing Act 1996 Section 179 which satisfies the conditions of the General Data Protection Regulation 2016 (GDPR) Article 6(1)(e) and 9(2)(g) and the conditions of the Data Protection Act 2018 Section 8(c) and 10(1)(b) and Schedule 1 paragraph 6.

Your rights

You have the following rights:

- The right to access your data
- The right to correct your data
- The right to restrict the processing of your data (this will only apply in certain situations)
- The right to object to our processing of your data (this will only apply in certain situations)
- The right to complain to the Information Commissioner's Officer

To exercise any of your rights please contact Canterbury City Council's Data Protection Office using the details below.

Data sharing

We may share data with other Government bodies or agencies as allowed by law.

We may rely on a number of exemptions, which allow us to share information without needing to identify a lawful basis for the sharing and without needing to provide you with information about the sharing. Please refer to the Kent & Medway Information Agreement for further details on our sharing arrangements.

Retention

We keep your personal information for the minimum period necessary. The information outlined in this Privacy Notice will be kept for for 6 whole financial years from the closure of your case. All information will be held securely and disposed of confidentially. Canterbury City Council's financial year runs from 1st April to 31st March.

Contact details for Canterbury City Council

Address	Civic Offices, Military Road, Canterbury, Kent, CT1 1YW
Website	www.canterbury.gov.uk
Phone	01227 862 000
Data Protection Officer	Head of Corporate Governance
Email	dataprotection@canterbury.gov.uk
Phone:	01227 862 175

Please refer to our Corporate Privacy Notice at www.canterbury.gov.uk/privacy for further details of how we process your personal information and your rights.