

Privacy Notice for Council Housing

Service description

This privacy notice is relevant to the information Canterbury City Council process due to its role as the statutory landlord of its social housing properties. Up until October 2020 Canterbury City Council had employed East Kent Housing as managing agent for its social housing properties. East Kent Housing was also employed by Dover District Council, Folkestone and Hythe District Council (formerly known as Shepway District Council) and Thanet District Council.

Processing activity

We will process personal data to:

- To perform our statutory functions
- To deliver services to you
- To manage those services we provide
- Confirm your identity
- Process financial transactions such as invoices, payments and benefits
- To train and manage the employment of our workers who deliver those services
- To investigate any complaints you have about our services
- To monitor spending on services
- To check the quality of services
- To plan services
- To produce statistics
- To prevent and detect fraud, corruption and crime
- To protect individuals from harm

Categories of data subjects

Canterbury City Council will process information about the following types of data subject:

- Our own tenants, members of their households, and other people relevant to their tenancy,
- People who interact with or are affected by our tenants,
- Tenants of Dover District Council, Folkestone and Hythe District Council and Thanet Council,
- Employees of East Kent Housing.

Information requirements

The information we process depends on your interactions with us, it may include:

- Your name, date of birth, address and contact information,
- Information about family members,
- Bank details, debit, credit card details,
- Vehicle information,
- Images from CCTV.

Lawful bases

Our **lawful bases** for processing your personal information are:

- Legal Obligation
- Public Interest
- Contract

These are based on powers provided by Housing Act 1985 and other legislation as appropriate.

Your rights

Your rights depend on the lawful basis we are relying on. More information is [available here](#).

Data Processors

Canterbury City Council employs data processors to help us process your information. Data processors likely to receive your information in relation to this housing service are:

- Northgate (provision of core business databases)
- Civica (provision of Housing Benefit services including Discretionary Housing Payments)
- Capita (provision of payments services)
- Google Ireland and Microsoft (provision of business software, eg email, word processing, filing)
- Microsoft (provision of business software, eg email, word processing, filing)
- Slepe Communications Ltd trading as Liquid Drop (provision of electronic mailing service)
- Contractors who carry out repairs and maintenance to your home.

Data sharing

From October 2020, when East Kent Housing ceased providing services to Canterbury City Council we have received data from the other councils listed above, and from East Kent Housing about their employees, Canterbury City Council will not use this information other than to provide services to its own customers. Canterbury City Council has shared its own data with those councils to allow them to provide services to their own customers.

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 in accordance with our Retention Policy. All information will be held securely and disposed of confidentially.

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.