

# Privacy Notice for Homelessness Prevention

## Service description

Canterbury City Council has a statutory duty to try to prevent homelessness.

## Processing activity

The purposes for which your data will be used:

- Inquiries as to whether any duty is owed under Part 7 Housing Act 1996
- Assessing your circumstances
- Processing applications for housing assistance
- Providing advice and information
- Producing a personal housing plan
- Helping you with other applications (eg Discretionary Housing Payments)

## Information requirements

This information may include:

- Your name, address, phone number, email address, signature, date of birth, unique identifiers (such as National Insurance Number), legal notices, supporting evidence, references, financial information, nationality, medical and welfare details, criminal convictions and offences (including alleged offences).

## Lawful bases

Our lawful bases for processing your personal information are:

- Legal Obligation
- Substantial Public Interest (in relation to special category data)
- Consent (in relation to some sharing)

## Your rights

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

## Data Processors

You provide your personal information through the Kent HomeChoice database hosted by Locata Housing Services. This company is a data processor for us and only processes personal information in line with our instructions.

## Data sharing

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.

Also your personal information may be shared with and/or obtained from:

- Ombudsmen
- courts/tribunals
- housing associations
- external service providers
- local authorities
- Border Force
- Kent County Council (safeguarding)
- Department for Work and Pensions
- Prison Service
- the Department for Levelling Up, Housing & Communities
- the Ministry of Housing, Communities & Local Government (for the purpose of evaluating and researching homelessness nationally)
- elected Councillors and/or Member of Parliament
- our designated person (housing ombudsman related complaints)
- your nominated friend, relative or advocacy worker
- Porchlight
- Citizens Advice Bureau
- Kent HomeChoice/Locata Housing Services
- Refuge – (independent domestic violence advocate)
- YMCA
- private sector landlords
- lettings agents
- mortgage lending companies
- Jobcentre Plus
- the Ministry of Defence
- the Probation Service
- youth offending services
- health services
- employers
- secure training units
- friends and relatives you and your household may have been living with
- voluntary sector organisations
- Civica
- Canterbury Local Link
- Supported housing providers
- Catching Lives
- Canterbury Housing Advice Centre

## 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](http://www.canterbury.gov.uk/privacy) for further details of how we process your personal information and your rights.