

North Tyneside Homefinder

Privacy Statement



North
Tyneside
Council

Before submitting your application you will be asked to sign a declaration to say that you have read and understood this statement.

This statement explains why we collect personal information, how we use it, the conditions under which we may disclose it and how we keep it secure.

Who are we?

North Tyneside Homefinder is a partnership of housing organisations, set up to offer customers a standard way of applying for social housing in North Tyneside.

The partnership is made up of North Tyneside Council and Registered Providers of Social Housing (RPSH) who operate in the borough.

RPSH own and manage social housing and are regulated by the Regulator of Social Housing.

How do we collect information from you?

We obtain information from you when you apply to North Tyneside Homefinder.

We will contact you for further information to support your application if required. If we request further information from you, you will be informed why this information is required and how it will be used.

How we will use your information?

We will collect personal information about you and members of your household.

We will ask for your address history, your immigration status, financial circumstances and employment history. We will also obtain landlord references to confirm your local connection to North Tyneside.

By law you must tell us about certain criminal convictions.

We will ask you to provide details about health conditions and disabilities, to assess if you are eligible for certain types of accommodation and/ or assess your priority for housing.

We may need to contact third party organisations e.g. Police or health professionals in order to support your application and before an offer is made.

We will anonymise your data to monitor the performance of North Tyneside Homefinder for equality and monitoring purposes and to provide anonymised data to Central Government and collect statistics on homelessness in the UK.

Your rights

Under data protection legislation, you have the right to request access to the information that we hold about you. In certain circumstances you also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- have inaccurate personal data rectified, blocked, erased or destroyed.

Retention and disposal of your information

Each partner organisation has their own Retention and Disposal Policy. We will only hold your personal information for as long as necessary for business purposes or if we are required to keep it by law.

Who has access to your information?

All partner organisations have access to your information. This is done in accordance with legislation and the relevant lettings policy. As part of the registration process, you are agreeing to your personal information being shared between all of the North Tyneside Homefinder Partners.

Administration of the Choice Based Lettings System is carried out by Civica Services Ltd who is a registered Data Processor with the Information Commissioners Office (ICO).

We will ask you in the Declaration if you want someone else to act on your behalf. If you choose to do this, we may contact them to obtain further information. It is your responsibility to inform the person that you have given permission to contact them to discuss your application. We will hold their name and contact details. You can withdraw or change this permission at any time by notifying us in writing.

If new housing organisations join North Tyneside Homefinder, we will update our list of partner organisations.

If you are homeless, your information may be used to make a homelessness decision.

We may share your information for the purpose of fraud or crime prevention with third party organisations. We do not require your permission to do this.

How you can access and update your information

It is important that your information is accurate. Please make any changes by updating your online application form.

Please contact North Tyneside Council Homefinder Team on telephone: 0345 2000 102 or by email: homefinder@northtyneside.gov.uk if you are unable to update your information in this way.

If you have any concerns about how we are processing your personal data, please contact us directly or contact the Information Commissioners Office at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113 (local rate)

Further information

You can withdraw / refuse consent by contacting the Homefinder team at North Tyneside Council. By doing so, you will be unable to join the Housing Register.

You can do this in writing to Homefinder Team, North Tyneside Council, The Killingworth Site Block A, Harvey Combe, Killingworth NE12 6QQ or by e-mailing homefinder@northtyneside.gov.uk

If you would like to know more about how we use your information or to make a complaint, please contact the Data Protection Officer at North Tyneside Council.