

Privacy Policy – Housing (Tenants & Landlord, Property & Place and Strategic Housing (inc. Private Sector Housing)

This privacy notice explains how Dacorum Borough Council (the Data Controller) will use any personal information we collect about you when you use our services.

It has been written to give you a clear explanation of our data processing practices to safeguard you and your personal information.

What information do we collect about you?

- Name, Address, DOB, NI Number and contact details, proof of EU Citizenship (Tenants, prospective Tenants, other residents with housing needs)
- Names of next of kin
- Names and contact details, ID of advocate (Homelessness referrals) *Note the ID will be removed once an advocate has been validated.
- Financial Information
- Tenancy History
- HMO Licence Holder and Property Managers HMO, contact and address details (Housing Act 2004 s232 (1) (4) & Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006
- Energy Performance Certificate (For Landlords / Owners, Managing Agents) only
- Online identifiers (Mutual Exchange etc. property site logins)

How will we use the information about you?

The information that the Council will collect varies depending on how you use the Council's Services. We are using the information provided in this case because we have a Legal obligation {GDPR Article 6(1)(c)} "processing is necessary for compliance with a legal obligation to which the Council is subject" or {GDPR Article 6(1)(e)} "processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller" under the Housing and Planning Act 2016, Housing Act 1985, Landlord and Tenant Act 1985, Local Government and Housing Act 1989, Leasehold Reform Housing and Urban Development Act 1993, Housing Grants, Construction and Regeneration Act 1996, Housing Act 1996, Commonhold and Leasehold Reform Act 2002, Homelessness Act 2002, Homelessness Reduction Act 2017, Housing Act 2004 and the Housing Grants, Construction and Regeneration Act 1996, The Party Wall Act 1996, The Energy Efficiency (Private Rented Property)(England and Wales) Regulations 2015 to establish a minimum level of energy efficiency for privately rented property in England and Wales. Regulatory for Social Housing guidance on the Transparency, Influence and Accountability Standard" emphasizes the importance of understanding and responding to diverse tenant needs. The Council also has an obligation under GDPR Article 6 (1) (a) "Data subject has given consent to processing". In this case, we are collecting personal information so that we can;

- Manage and administer Housing tenancies
- Manage and administer Garage Tenancies (tenants, leaseholders and private owners)
- Manage Housing Register
- Manage, administer and maintain the Housing Stock
- Manage and administer Mutual Exchange
- Manage and administer shared Party Walls. (protect private householders and tenants' interests)
- Manage and administer temporary accommodation, homelessness referrals
- Provide adaptations to Homes
- Manage Tenant Improvement Panels
- Manage new builds
- Manage and administer supported housing
- Manage private rented sector in Dacorum and undertake enforcement activity
- Assess the 'fit and proper' requirement of landlords of HMO (Housing Act 2004, Section 64)
- Manage, publish and maintain the HMO Public Register
- Manage Anti-social behaviour responses to questionnaires and respond to feedback.

- From time to time run surveys and questionnaires in relation to improving our service
- Ensure the compliance and safety of properties rented within the borough
- Ensure the safety of tenants and leaseholders within the borough
- Manage and Administer Community Grant applications
- Manage and Administer Online Training Systems (DOT hosted by Skillgate)
- Enabling energy bill savings
- Manage or administer debts for previous tenants for Council Housing Stock properties.
- Manage the provision of utilities for new customers for Council Housing Stock properties following a void process.
- Private Sector Housing – will use registered logins for sites such as Gumtree, Zoopla etc. to review submitted details from Landlords of HMO's or Single Dwellings to prevent / detect fraud and ensure welfare / wellbeing of tenants and prospective tenants. This will include checking floor plans and other details on these sites.
- Detection and prevention of crime (Housing Act 2004)
- To determine financial means (Housing and Planning Act 2016, Housing Act 2004)
- Inform and Improve services and diversify delivery based on tenants needs. (most of this will be anonymised)

Special Categories of Data

If you are providing us with special category personal information (such as details about your health), we will be processing this under Article. 9(2) and Article 10.

- Medical Information
- Race / Ethnicity
- Disability Information
- Religious beliefs
- Gender
- Mental Health and Complex behaviours
- Drug, Alcohol, Domestic Abuse Information
- Criminal convictions

Collection of some of this information helps the Council to deliver better, fairer, and more inclusive services, ensuring that the diverse needs of the community are met.

Processing of Special Category Data is carried out specifically under the following;

Article 9(2) (a) – the data subject has given explicit consent to the processing of those personal data for one or more specified purposes, except where Union or Member State law provide that the prohibition referred to in paragraph 1 may not be lifted by the data subject;

Article 9(2) (b) - processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of social security and social protection law.

Article 10 - Processing of personal data relating to criminal convictions and offences

Article 6(1) (c) – processing is necessary for compliance with a legal obligation to which the controller is subject

Accuracy of Personal Data (Article 5(1)(d))

“Personal data must be accurate and, where necessary kept up to date; every reasonable step must be taken to ensure that Personal Data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay.”

You have a right to request information about you be corrected. Please contact the housing department on housingoptions@dacorum.gov.uk, who will validate the information and update the information in our systems accordingly.

For tenants that submit a housing repair form – the Council will periodically check the contact details you have provided to ensure that the contact details we have for you are correct and match on your tenancy record.

Sharing / Recipients

We may share the information with other recipients for the purposes of carrying out the functions (listed above)

We may share your information with;

- Repairs Contractor – Repairs and Improvements
- Heating / Plumbing Contractor – Heating / Plumbing repairs
- Door Entry / CCTV Contractor – Door Entry systems & CCTV
- Fire Equipment Contractor - Fire Equipment Servicing
- Elevator / Stair Lift Contractor – Stair lifts and passenger lift maintenance
- Boiler Servicing Contractor – communal boiler servicing and water treatment
- Roofing Contractor (Garage Tenancies only).
- Professional surveying and engineering consultants.
- Party Wall Consultants, surveyors.
- Experian – Credit Checks
- Other Local Authorities and Housing Associations
- Debt Recovery / Tracing Agencies
- Utilities Companies
- Water Companies (Services and Water Saving devices)
- Citizens Advice Bureaux
- Turning Point (Health and Social Care only)
- Herts County Council, NHS, NHS Trusts. In respect of a housing application, we will use the Special Category Data provided to assess and verify the individuals housing needs.
- Central Government Departments
- HM Land Registry (to check ownership; i.e. HMO's, Single Family Dwellings and Empty Homes)
- Residential Property Tribunal (Civil Penalties)
- Courts (Prosecutions)
- Refuges
- Border Agency
- Police – We may request a PNC to verify information you provide in the housing application form.
- Other internal Council departments; Anti-Social Behaviour Team, Customer Service Unit, Corporate Anti-Fraud, Legal Governance, Finance, Benefits and Council Tax
- Safeguarding. The Council will share information you have provided to us with other safeguarding bodies to assess the suitability and set out a risk assessment framework in respect of an individual or individuals being housed in any of our properties.
- Immigration Office – to verify information provided in support of a housing application
- G.P – to assess an individual's physical or mental health condition in support of a housing application
- Trading Standards (Herts County Council) – Details on the Energy Performance Certificate (EPC) assigned to Landlords, Owners and Managing Agents.
- Fire Services (HMO and Single Dwelling layouts and landlord details).
- Gangmaster Labour Abuse Authority (Modern Day Slavery and Trafficking)

How long will we keep this information?

We will destroy this personal information in accordance with our [Retention Policy](#). To determine how long we should keep information, we consider what the legislation states and what is good practice. This means we will securely destroy the information once we no longer need it. If you would like to know the specific period that relates to your personal information, please contact foi@dacorum.gov.uk

Security and Location of Data

We will ensure that all personal information is kept securely on servers hosted in the United Kingdom.

Access to all our user information is restricted. Only employees who need the information to perform a specific job are granted access to personally identifiable information.

The servers on which we store personally identifiable information are kept in a secure environment that is continually monitored and tested.

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You have a right to request information about you be corrected. Please contact the team on housing@dacorum.gov.uk , who will validate the information and update the information in our systems accordingly.

Individuals' Rights

You have a right to request a copy of the personal information that we hold about you. If you would like a copy of some or all of you information, please contact foi@dacorum.gov.uk in the first instance or visit <http://www.dacorum.gov.uk/home/open-data/personal-information>

You have a right to request erasure, rectification or restriction where you have provided the Council information under on the lawful basis of consent (Article 6(1) (a)). You may also withdraw your consent to the Council processing the information you have provided to us under this lawful basis. Please contact foi@dacorum.gov.uk in the first instance.

Notification of changes

From time to time, it will be necessary to update this Privacy Policy. This is to ensure our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

If at any point, we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we will notify users. Users will have a choice as to whether or not we use their information in this different manner. We will use information in accordance with the privacy policy in force at the time the information was collected.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to make your use of the internet better. For further information on how we use these and how you can control it, please visit <http://www.dacorum.gov.uk/home/cookies-policy>

Our Data Protection Policy

We have a General Data Protection Regulation (GDPR) Policy in place and this can be found [here](#):

Data Protection Officer

Our Data Protection Officer for the purposes of Articles 37 to 39 of the General Data Protection Regulation is the Information Security Manager (Legal Governance). You can contact them by emailing foi@dacorum.gov.uk or calling 01442 228538.

Policy Version

This Policy was last updated on 16th April 2025