

Service Area and contact details

Service Area:	Regeneration Investment & Housing
Contact Details:	Rehousing.services@newport.gov.uk
Privacy Notice Name:	Homelessness Service

Source and categories of information being processed

This section is only relevant if personal data has been obtained from a source other than yourself (the data subject).

Newport City Council has obtained the following categories of your personal data:

Not applicable

We have obtained your information from:

Not applicable

Purpose and legal basis for using your information

Here, we will explain the reason why we have collected your personal data and the reasons for processing.

Our legal basis for processing your information:

We have a statutory obligation to process your personal data

Further details about our legal basis for using your information and the purpose of processing:

Legislation is in place that requires Local Authorities provide assistance to households faced with homelessness. This is contained with the following pieces of legislation:

Housing Act 1996
Housing (Wales) Act 2014
Homelessness Act 2012

The legislation sets out how applications for homelessness assistance should be processed, assessed and administered.

The right to withdraw consent

If we are relying on your consent to process your data, you have the right to withdraw your consent to this processing at any point. To do so, please contact the person named at the top of this privacy notice.

(Only relevant to consent based processing)

You must provide us with the information we need to deliver the service, if there is either:

- a) A contractual obligation to do so, or
- b) A statutory obligation to do so.

(Only relevant if the lawful basis for processing is the performance of a contract or Public duty/task obligation)

The consequences of not providing the information are as follows:

You will not be provided with a service and will not then be assisted by the Council in resolving your housing problem.

Special Category Data

(Only relevant if special category data is being processed)

Sometimes we process special category which is afforded more protection under the Data Protection Act. This is because special category data is deemed to be more sensitive. If we are processing your special category data then we need to establish a further lawful basis for processing, and we have highlighted this below:

There is relevant employment, Social Security or Social protection law

Automatic decision making/profiling

(Only relevant if we are making an automated decision on a data subject)

Sometimes we use computers or technology to help us make decisions about the service we offer you. Below are the details of what decision making or profiling systems we have used, and how the decision was made:

Not applicable

Who will have access to your personal information?

Newport City Council is the data controller and the Data Protection Officer is:

Digital Services Manager

Email: information.management@newport.gov.uk

Tel: 01633 656656

Other data controllers may also be responsible for your information, depending on the specific circumstances. Please contact the service area for further information.

The main users of your personal information are:

Housing Needs Manager

Housing Advice Manager

Deputy Housing Advice Manager

Home Options Officer

Housing Solutions Officer

Accommodation Officer

Tenancy Support Officer

Administrative Assistant

Accommodation Assistant

Accommodation and Support Manager

Deputy Accommodation and Support Manager

We may share your information within Newport City Council:

Social Services
Housing Benefit
Supporting People
Environmental Health
Community Development
Legal Services
Planning
Community Safety

We may share your information with other, external organisations:

Information will be shared with a number of external organisations in order to ensure that statutory duties are met and that you are afforded as much support and practical assistance as possible. These include:

Aelwyd Housing Association
Charter Housing
Derwen Cymru
Elim Housing Association
Hafod Housing Association
Linc Cymru Housing Association
Melin Homes
Newport City Homes
Seren Living
United Welsh
BAWSO
Gwalia
Solas Cymru
Reach
Llamau
Newport Women's Aid
Taff Housing
Newport Mind
The Wallich
Eden Gate
Gofal Cymru
Barnardo's
Probation
Home Office
Health Boards
Shelter Cymru
CAB
Police

Information that is shared is done so on the basis of established Information Sharing Protocols and agreements.

Sometimes we use the specialist help of other organisations/companies to process your data on our behalf. These companies are known as 'data processors'. In processing your data, we use the following data processors:

The system used to store information is managed by Civica. Civica maintain appropriate technical and organisational measures to ensure an appropriate level of security for personal data at all times. They are an ISO27001 certified company with regular audits and technology and processes in place to secure your data.

Details of any international transfers of your personal information:
(if applicable)

Not applicable

Requests for information

All recorded information held by Newport City Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and the Data Protection Act.

If you would like to request a copy of the personal information that we hold about you, you can request to have a copy of our **Personal Information Request Form** here:

Information.management@newport.gov.uk

If you would like to submit a Freedom of Information Request/Environmental Information request to us, you can submit your request to us here:

www.newport.gov.uk/FOI

Your Rights

The Data Protection Act gives you a number of rights. Please note that not all of these rights are absolute and we will need to consider your request upon receipt. You have the right to request:

- a) to have your data rectified if it is inaccurate or incomplete;
- b) to have your data erased;
- c) to restrict the processing of your data;
- d) to exercise your right to data portability;
- e) to object to the processing for the purposes of direct marketing, profiling and automated decision making.

In all instances, please submit your request to:

information.management@newport.gov.uk

Complaints Procedure

If you are unhappy with the way Newport City Council is using your data, you have the right to complain to us. If you would like to do this, please contact us by sending an e-mail to this address;

Information.management@newport.gov.uk

If you are not content with the subsequent outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Council's complaints procedure. The Information Commissioner can be contacted at:

The Information Commissioners Office,
Wycliffe House, Water Lane,
Wilmslow,
Cheshire
SK9 5AF.

How long will we retain your information?

Details of retention period

We will retain your information in line with our Information Retention and Disposal Policy and will keep your information only for as long as it is needed, after which it will be deleted or destroyed.

