

## Service Area and contact details

<b>Service Area:</b>	Regeneration Investment & Housing
<b>Contact Details:</b>	Rehousing.services@newport.gov.uk
<b>Privacy Notice Name:</b>	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)*

<b>The consequences of not providing the information are as follows:</b>
You will not be provided with a service and will not then be assisted by the Council in resolving your housing problem.
<b>Special Category Data</b> <i>(Only relevant if special category data is being processed)</i>
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
<b>Automatic decision making/profiling</b> <i>(Only relevant if we are making an automated decision on a data subject)</i>
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

<b>Who will have access to your personal information?</b>
<b>Newport City Council</b> is the data controller and the Data Protection Officer is:
Digital Services Manager Email: <a href="mailto:information.management@newport.gov.uk">information.management@newport.gov.uk</a> 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.
<b>The main users of your personal information are:</b>
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
<b>We may share your information within Newport City Council:</b>

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  
Privately owned hotel accommodation

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](mailto: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](http://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 you 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](mailto: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](mailto: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 Councils 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.