

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

Service Area and contact details	
Service Area:	Housing & Communities
Contact Details:	Housing.strategy@newport.gov.uk
Privacy Notice Name:	Ellen Ridge – site management (including CCTV)

Source and categories of information being processed
This section is only relevant if personal data has been obtained from a source <u>other than</u> yourself (the data subject).
Newport City Council has obtained the following categories of your personal data:
<p>We generally require the following information from households applying for housing (Gypsy Traveller pitch) and those who go on to hold a pitch agreement:</p> <p>Full name including proof of your identity / photo ID Date of birth; Contact details, including telephone, email and/or contact address; Any ID number e.g. Passport number, NI, NHS, internal ID. Physical data relating to the financial affairs of the individual Information relating to the family of the individual and the individuals lifestyle and social circumstances Ethnic origin Information relating to the individual's religion or other beliefs Information relating to the individual's physical or mental health or condition Information relating to any offences committed or alleged to be committed by the individual Information relating to criminal proceedings, outcomes and sentences regarding the individual Employment and career history Benefit and Council tax information Sexual orientation</p>
We have obtained your information from:
<p>The data subject and/or: Partner organisations Newport City Council's data systems</p>

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:
<p>We have a statutory obligation to process your personal data.</p> <p>We will use this information to maintain waiting list for Gypsy Traveller pitches, assess applications, allocate pitches and for housing services which includes tenancy management (including collection of rent & service charge and ensuring compliance with the conditions of any agreement between us), repairs to our assets and provision of housing related support. Tenancy management and repairs and maintenance are provided by third party organisations, therefore relevant personal information will be shared with those organisations.</p> <p>Closed Circuit Television (CCTV) is in use at the Ellen Ridge site. This processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us. The information recorded will only be used to assist in the prevention and detection of crime, and to maintain the safety of residents. Please note that the CCTV cameras are positioned to only record activity on site.</p>

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

We are collecting this data because we are required to under Housing Laws such as the Housing Act 1985, Crime and Disorder Act 1998, Anti-Social Behaviour, Crime & Policing Act 2014, Care Act 2014, Mental Capacity Act 2005, Equality Act 2010, Health and Safety at work Act 1974, Equalities Act 2010

Legislation is also in place that requires Local Authorities to hold a housing register. This is contained within the following pieces of legislation:

Housing Act 1996

Housing (Wales) Act 2014

Homelessness Act 2012

The legislation sets out how applications for housing should be processed, assessed and administered so that housing resources can be allocated appropriately and lawfully.

Children

We do not usually process data on children aged under 18. However, we record children's basic information if they are part of a household applying for a pitch or if they are resident in one of our properties. Basic information is held including their name and date of birth, but further information could be held ie health information. For residents there is requirement for checking the property is not overcrowded and to assess other tenancy management issues where all householders and ages are required to be known. We may also receive children's information if we are involved in the housing and tenancy aspects of a welfare case as part of a multi-agency working solution.

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.

Note this is 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 considered for accommodation that may be available to you.

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:

We do collect and hold special category data including information relating to racial or ethnic origin, physical or mental health, sexual orientation, religious beliefs, allegations of criminal offences and criminal convictions and offences.

This allows us to ensure that we comply with our legal and regulatory obligations, and acting in the public interest, such as:

Preventing and detect crime/fraud and resolve disputes

Promoting safety and the quiet enjoyment of our neighbourhoods and communities

Promoting equal opportunities and fair treatment for all our customers

Meeting the obligations we owe to our funders and regulators

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 Need Department

Housing Strategy & Enabling Team

CCTV operators

Elim Housing Association (contracted to provide tenancy management services)

Newport Norse (main provider for repairs and maintenance)

We may share your information within Newport City Council:

Social Services

Revenue & Benefits

Supporting People

Environmental Health

Community Development

Legal Services

Planning

Complaints Team

We may share your information with other, external organisations:

Information will be shared with a number of external organisations in order to effectively process your application. These may include:

Aelwyd Housing Association

Pobl Homes & Communities

Elim Housing Association

Hafod Housing Association

Linc Cymru Housing Association

Melin Homes

Newport City Homes

United Welsh

BAWSO

Gwalia

Pobl Care & Support

Llamau

Newport Women's Aid

Cyfannol Womens Aid

Taff Housing

Age Cymru

Newport Mind

The Wallich

The Salvation Army

Holistic Hoarding
Platform (was Gofal)
Kaleidoscope
Gateway Care & Support
GDAS
Department for Works & Pensions
Barnardo's
Probation Service
Home Office
Health Boards
Shelter Cymru
CAB
Police

We, or our third party contractors managing the site, may share your personal information in the following circumstances:

- Current or forwarding addresses may be shared with utility companies and Council Tax offices to ensure billing details are correct.
- We may discuss your financial situation, rent payments (including any arrears) and any claims made for welfare benefits with an external debt advice agency, welfare rights advisor, the housing benefit department or the local authorities' housing advice and homeless prevention team to make sure that benefits are paid correctly.
- We may share your National Insurance number to verify your Universal Credit application and manage these payments and to prevent and investigate tenancy fraud and right to buy applications fraud.

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

Allocation of pitches: We may operate a multi-agency panel to determine pitch allocations, comprised of partner organisations including Gwent Police, Gypsy Traveller Wales and Elim Housing Association.

Tenancy Management: Your personal information will be kept secure and confidential. Our staff have restricted access to personal information on a "need to know" basis. We may share information with third parties, including contractors we work with such as our repairs and maintenance contractors (EG Newport Norse), third party cloud hosting and IT infrastructure providers, agencies and authorities we work with, such as Local Authorities, Government departments (such as Gypsy Traveller Wales), Social Services, Police, and other social landlords. We will share information with Elim Housing Association, who have been contracted to provide tenancy management for the Ellen Ridge site and residents.

We will also share relevant information with others when we believe it is in your, or the public's, interest to do so, such as to keep customers, staff or visitors safe, or as required by law.

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:

Data submitted to support a housing application is processed using software provided by Civica UK Ltd.

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.

Video data will be stored for a period of 30 days until it is deleted. In the event of an incident/issue on site, the data may be held for longer periods until the issue is resolved.