



PRIVACY NOTICE - Housing Services

How we use your information in the Housing Service

This privacy notice tells you what to expect when Castle Point Borough Council (the Council) collects personal information in relation to your use of the Council's Housing services.

What is the purpose of processing your personal information

For the Council to carry out its duties it is necessary for us to collect personal information from you to include your name, address, contact details and other personal information to:

- support any application for housing.
- allocate homes fairly.
- provide advice and assistance in respect to housing those threatened with homelessness.
- provide resident focused, data led landlord services.
- collect rents and money owing to the Council.

Personal data

The Council obtains and shares personal data from the customer and relevant third parties personal information (or "data") is any information about a living person. Although this is often information such as your name, address and contact details, it can also be information that is more sensitive and so needs more protection. This can include information about:

- race or ethnic origin
- religion
- physical or mental health
- sexual orientation
- criminal convictions or offences.

The law

The Council will collect and use your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. We are required to keep your personal information accurate and up to date, not to collect more information about you than it needs and not to keep your information for longer than necessary.

We also take suitable technical and organisational measures using IT and policies, procedures and staff training to ensure that we use your personal data properly and do not lose or disclose it inappropriately to others.



Why are we allowed to use your personal information? (lawful basis)

We can only use your personal information if the law allows us to. The main reasons are:

- you have agreed (consent)
- we need to use the information to carry out a duty of the Council
- we need to use the information to perform a contract we have with you
- we need to use the information to comply with the law
- we need to protect someone's life

If we need to use your "special category" information, we must have an additional reason.

Where does the personal data come from?

Personal information originates mainly from the customer but can be provided by other sources on an individual basis e.g. but not limited to Essex County Council, the emergency services, Department for Work and Pensions, health providers, local authorities, registered providers of housing and council contractors.

Personal information is shared with these same third parties, where required, to enable us to carry out our statutory and regulatory duties or where required to by current legislation.

What we do with your personal information (and what we don't do with it)

The main reason that we collect and use your information is because we need to deliver a service to you. We will always collect as little personal information as possible to enable us to do this.

We may share information within the council and sometimes with other organisations, such as the County Council, Police and government bodies. We will only do so where the law allows or requires that we share your personal data.

Your personal information may be processed by a third party, like one of our maintenance contractors who the Council has a contract with to provide services on its behalf.

We do not sell your personal information to anybody else and we do not allow third parties to use your personal information for marketing purposes.

Preventing housing fraud

The Regulator of Social Housing, Tenancy Standard 2024, places a requirement on the Council to take action to prevent and tackle tenancy fraud. Castle Point Borough Council has contracted the services of Thurrock Council to provide fraud services on its behalf and therefore it will share information with them where fraud is suspected to allow them to carry out an investigation.



How long we keep your information for

We will retain your personal information in accordance with the retention periods contained in the Council's Document Retention Policy;
<https://www.castlepoint.gov.uk/info-governance-policies>

Changes to this Privacy Notice

We keep our privacy notices under regular review. This privacy notice was last updated in October 2025.

How to contact us

If you want to request information about our privacy policy you can email us:

dpo@castlepoint.gov.uk or write to us at:

Civic Governance & Law
Castle Point Borough Council
Council Offices
Kiln Road
Thundersley
Benfleet
Essex SS7 1TF

CPBC's Data Protection Officer

CPBC's Data Protection Office is Angela Law who can be contacted at the above address and email or by telephone on 01268 882200.