

PRIVACY NOTICE

Housing Services

How we use your information in relation to Housing Services

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

Purpose of processing and legal basis for processing your personal information

The billing, collection and enforcement of rents and other miscellaneous debts as well as the assessment, allocation and management of Housing stock.

The provision of advice and assistance in respect to housing those threatened with homelessness

These are a statutory responsibility of the Borough Council.

In order to enable CPBC to carry out its duty/obligations 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 any of the services listed above.

Retention period or criteria used to determine the retention period

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>

The Council obtains and shares personal data from the customer and relevant third parties

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, Law enforcement agencies health providers, local authorities, registered providers and council contractors.

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

Information is also shared with other Governmental Departments and Agencies for research and statistical purposes.

Whether the provision of personal data is part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data



We have a statutory duty to provide these services to you and you are therefore expressly consenting to our use and disclosure of your personal information in the manner described in this privacy notice therefore the consequences of you failing to provide your personal information is that we can no longer comply with our statutory duty.

By applying for housing services from the Council in order for us deliver these services we require you to provide your personal information, without which we can no longer do so.

The existence of automated decision making, including profiling and information about how decisions are made, the significance and the consequences

Where this occurs we ensure through monitoring against published policy and procedure that the correct decision and outcome is verified.

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated October 2019

How to contact us

If you want to request information about our privacy policy you can email us: legal@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 Officer is Andrew Roby Smith and he may be contacted at the above address.