

Tenant Grant Fund

Data Protection

Why we need your personal information:

As a local authority we deliver services to you. To do this in an effective and efficient we need to collect, store, use, share and dispose of personal information. The personal information that we need is used to enable solutions to be found regarding your current housing circumstances.

Your personal information will be requested when you contact our service. We will open a housing, homelessness and advice case for you and store your information for a specific period of time. We will use your personal information to assist you with housing advice, housing options and homelessness assistance.

If you require Temporary Accommodation, your personal information will be required so that you can access the accommodation.

If you require support to help you maintain your current accommodation, help you find accommodation or help whilst you are in temporary accommodation, your personal information will be required so that support can be arranged.

Who will see your personal information:

Your personal information will be stored on a computer database. It will be accessible to Council departments which are relevant to your advice and support needs. You may also have a paper file kept by specific Council departments.

The Revenues and Benefits department of the council will be able to see your personal information. This is required when applying for Housing Benefit for your accommodation costs. A housing benefit application is made for every household who moves into temporary accommodation.

Personal information, including your name, family composition and their names, and details of your homelessness assessment will be shared with Service Providers of Temporary Accommodation. This is required to allow the provider to allocate you appropriate accommodation and to ensure appropriate support is provided to you to assist in your re-housing. The personal information that we share will be limited to only what is necessary for the provision of accommodation.

Personal information will be shared with other agencies, including support services, the NHS and Housing Associations, for the purpose of finding and securing accommodation, storing your belongings, kennelling pets or providing support.

Any additional disclosures to third parties shall only be made where you have agreed to it , or where we have a statutory or legal requirement to provide information. For example, we may be required to contact the Police, or they may request information from us. We may also be required to contact other agencies where there is a statutory duty to do so or if there is a duty of care placed on the Council to disclose information.

What personal information is collected:

Personal information collected will include basic details such as your name, date of birth and national insurance number. It will also include the basic details of any other family members who are part of your household. We will also record your contact details and where possible, your next of kin details.

Other information collected will relate to you and your households current housing circumstance, housing background, health information, income and benefit information and any support you might have. We will also collect information regarding criminal convictions. This information will be required to assess your housing options, allocate you appropriate temporary accommodation or provide you with specialist advice or support to help you sustain or access accommodation.

What happens to your personal information:

Your personal data will be used to produce general information and statistics about homelessness and housing advice, including the Scottish Government. This is to assist in the scrutiny of public services and for future planning and shaping of local authority services. Personal information will be limited to only what is necessary and it will not identify you. Your information might also be used for the purposes of an audit. This is to assist in the scrutiny of the provision of public services and for the prevention and detection of fraud. Personal information will be limited to only what is necessary, will be anonymised wherever possible and only accessed by those who need to see it. No personal information will be included in the audit reports produced for Council managers or Committees.

How long will your personal information be kept for:

Your personal information will be stored for a specific period of time. We have a Record Retention Schedule which sets out how long we keep records and why. The council will not keep information for any longer than it is needed.

As a public authority, the Council must appoint a Data Protection Officer to monitor its compliance with data protection legislation. The Council's Data Protection Officer is:

Kevin Wilbraham, Council's Information Governance and Strategic Complaints Manager
Information Governance Unit
The City of Edinburgh Council,
Waverley Court - 2:1
4 East Market Street
Edinburgh
EH8 8BG
Email: dataprotectionofficer@edinburgh.gov.uk

You have a right to make a request to get a copy of the personal information that we hold about you. You can also ask us to correct your personal information if it is not correct. You can contact us for details about this.

Email: InformationRights@edinburgh.gov.uk

For more information about how your personal information is used please refer visit www.edinburgh.gov.uk/privacy