

## **Privacy Notice**

### **Portsmouth City Council - Housing, Neighbourhood and Building Private Sector Housing, Housing Renewals Team**

Portsmouth City Council is a registered Data Controller (Registration Number Z5578313). Portsmouth City Council aims to meet the highest standards when collecting and using personal information in accordance with data protection law. This privacy notice tells you about how Portsmouth City Council collects and uses personal information.

#### **What information do we collect?**

Portsmouth City Council collects all relevant personal information necessary for the purposes of administering financial assistance packages. This may include, but is not restricted to; name, address, date of birth and contact information in the form of telephone numbers and email addresses. We may also collect other personal information about your family, your mental and physical health, financial circumstances and housing and social care needs when relevant.

#### **Why do we collect your information?**

Portsmouth City Council uses personal information to:

- Deliver Services
- Facilitate and oversee works in privately rented and owner-occupied properties across the city of Portsmouth, as well as properties under the jurisdiction of Fareham and Gosport Borough Councils
- Assist in Service development
- Offer support and access to services
- Enable funding and payment for works in privately owned or rented properties
- To ensure that we meet the conditions and requirements of government run schemes

#### **How we use your information?**

Portsmouth City Council uses personal information to:

- Ensure that we can contact when it is necessary to do so
- Allow you to apply for financial assistance and pay for services on your behalf
- Work with builders to ensure that relevant works are completed to an appropriate standard
- Ensure that all standards are maintained once works have been completed

#### **How do we keep personal information secure?**

Portsmouth City Council ensures that your personal data is kept secure using technical security measures for all our IT systems. We ensure that only employees who should have access to personal data can do so, and this is managed through comprehensive training, regular checks and validation. Anyone that processes personal data on our behalf is governed by specific contracts to ensure that they do so securely and only for the purposes set out by Portsmouth City Council.

#### **How long do we keep hold of personal information?**

Records will not be kept for longer than necessary. Full information regarding retention periods for the different types of data can be found on our website

[www.portsmouthcc.gov.uk](http://www.portsmouthcc.gov.uk)

#### **Access to personal information**

You have the right to know if Portsmouth City Council holds any personal information relating to you. You can do this by making a 'Subject Access Request' using the information in the '**How to contact us**' section or by going to

<https://www.portsmouth.gov.uk/ext/the-council/freedom-of-information>

You will usually be entitled to see all the data held about you but may not be entitled to see confidential information about other people.

### **Sharing or disclosing personal information**

There may be times when we need to share your information with other people. We will only do this if you have either given your explicit consent or where the law allows or requires us to. This could be in an emergency where there is a safeguarding concern or life-threatening situation or for the purposes of preventing or detecting crime or fraud or apprehending and prosecuting offenders where we have a statutory duty to do so.

We will only share appropriate information about you with your family or carers and usually only where you have given specific permission to do so. We may withhold information where it places any individual at risk.

We will share personal data with other organisations such as legal representatives, where the law allows us to do so.

In order to effectively manage the recommended works to your property, we are likely to share relevant data with service professionals, such as Occupational Therapists, and other relevant parties including builders.

We will only share with each person or organisation the details they need in order to provide their services or support to you or perform their statutory duty.

### **Complaints or queries**

If you have a complaint or query about how we collect and use personal information, if you would like a change to be made to your record or want to object to processing of your information, please contact us using the information in the '**How to contact us**' section below.

If you would like to make a complaint or are not satisfied with the responses you have received from us after making a request, please contact:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF Tel: 0303 123 1113 (local rate) or 01625 545 745 (if you prefer to use a national rate number).

### **Changes to this privacy notice**

This privacy notice was last updated on 15<sup>th</sup> September 2022.

### **How to contact us**

If you want to request details of our Corporate Privacy Policy please visit our Portsmouth City Council Website. If you require further information about how we and how we collect and use personal information, you can contact:

*Corporate Information Governance Officer,  
Corporate Services, Portsmouth City Council  
Civic offices, Portsmouth, PO1 2AL  
Email: [foi@portsmouthcc.gov.uk](mailto:foi@portsmouthcc.gov.uk)  
Telephone: 023 9283 4385*