

Social Housing - privacy and your data

1. Who we are and what we do:

Folkestone & Hythe District Council is the data controller responsible for the provision of social housing, the management of social housing tenancies and the maintenance of social housing stock within our district.

For additional information about your rights and when the Council will share data, this document should be read alongside the Council's [general privacy policy](#).

If you have further queries about how the housing service uses your personal data, you can send an email to housing@folkestone-hythe.gov.uk or the Council's Data Protection Officer at data.protection@folkestone-hythe.gov.uk

2. What information do we hold and use?

The Council will collect personal data about you when it is necessary in order to carry out housing services. This could include the management of tenancies and rent payments, or the maintenance of the property you live in. This may include:

- your name and date of birth
- proof of your identity (including photo ID and official documents such as bank statements, utility bills, etc.)
- a photo of you
- your contact details (including your phone number, email address and a postal address)
- details of anyone who you have given permission to act on your behalf
- details of anyone living with you as part of your household (their names and dates of birth)
- your bank account details – if you pay your rent by direct debit
- information about any other property owned by you.
- information about previous properties you have lived at
- information about your health or criminal activities, when this is relevant to housing services

The Council's Social Housing was previously managed by East Kent Housing. As a part of the process of returning this service to the Council's direct control, the Council has retained copies of the data held by East Kent Housing where it is still relevant to housing services.

3. How do we obtain your personal information?

You will be asked to provide personal information in order to receive a tenancy agreement or lease. A tenancy cannot be issued if you do not provide necessary personal information about yourself or your household.

Personal data may need to be provided in order to facilitate visits to your property for maintenance work or inspections. Many of these services are legally required and form part of your tenancy agreement. In the event of a refusal to provide necessary information or cooperate, the Council may have to take action to enforce the terms of your tenancy.

Health or criminal activity data may be required for consideration in connection to your tenancy allocation or management, particularly when considering placement in sheltered or vulnerable housing schemes, or when assessing your or neighbouring residents' needs.

Your personal data may also be obtained from or verified with third party partner organisations in connection with housing services or in order to meet our legal obligations. These organisations could include the Department of Work and Pensions, Kent Police or other councils. Previous landlords or housing associations may also be contacted in order to obtain references or evidence of good conduct.

4. What do we use this information for?

The Council processes your personal data for a number of reasons in respect of its housing service. These include:

- managing your rent or service charge account
- dealing with repairs, maintenance and adaptations of your home
- providing support to you, if we have agreed a support plan with you
- monitoring our performance
- keeping you informed about changes to our services
- inviting you to take part in surveys
- complying with our legal and regulatory requirements

- safeguarding residents and staff
- undertaking correspondence between you and the Council
- ensuring that you and your neighbours abide by your tenancy or lease conditions
- preventing antisocial behaviour or crime
- preventing and detecting fraud

5. On what basis do we use your data?

Where the Council processes your personal data, it ensures that an appropriate lawful basis for that activity has been identified. This includes:

GDPR Article 6(1) (b): Performance of a contract which the subject is party to.

- Example: Issuing and enforcing tenancy agreements.

GDPR Article 6(1) (c): Necessary to comply with a legal obligation.

- Example: Managing health and safety requirements.

GDPR Article 6(d): vital interests of the data subject.

- Example: Carrying out safeguarding activities to protect the lives of individuals.

GDPR Article 6(1) (e): Performance of a task in the exercise of official authority.

- Example: Management of housing stock in compliance with legal obligations.

6. Who do we share your data with?

The Council makes use of contractors to manage repairs to Council properties, and undertake routine inspections of properties. We will share your name and address when they are asked to visit your property.

If safeguarding concerns are identified, the Council may share your details with external agencies as needed, including emergency services and social services. If we are investigating anti-social or criminal behaviour we may share your data with the Police and Community Safety Units.

Claim and tenancy information may be shared with other housing authorities or the Department of Work and Pensions for the purpose of the prevention and detection of fraud.

How long do we store your data?

The Council maintains a central retention policy which sets out how long different categories of data will be stored for. This document can be found attached to the Council's [general privacy policy](#).

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