

Shetland Islands Council

Housing Application & Allocation Data Protection Privacy Statement

Who we are?

Shetland Islands Council is a local authority established under the Local Government etc. (Scotland) Act 1994. Its office headquarters is located at 8 North Ness Business Park, Lerwick, Shetland, ZE1 0LZ, United Kingdom.

You can contact our Data Protection Officer by post at this address, by e-mail at: dataprotection@shetland.gov.uk and by telephone on (01595) 744550.

The Data Protection Officer for Shetland Islands Council is the Executive Manager – Governance and Law.

Why do we need your personal information and what do we do with it?

You are giving us your personal information to allow us to perform our statutory functions, in line with relevant housing legislation. These functions include the operation of a homeless service, a housing options service with a view to preventing homelessness, and the allocation of social housing. The collection of data ensures the following legislation is applied appropriately:

- Housing (Scotland) Act 1987, as amended.
- Homelessness etc (Scotland) Act 2003

The information you provide will be used for the following purposes:

- To determine whether you are eligible for Council housing.
- To determine your housing needs, priority, and type of tenancy.
- To give you housing options advice.
- To assist and match people to suitable properties.
- To assist and manage any allocation of suitable housing.
- To determine your eligibility for assistance under homeless legislation.
- To make enquiries into your homelessness.
- To provide suitable temporary accommodation if/when required.

We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

Legal basis for using your information

We provide these services to you as part of our statutory function as your local authority. You can find more details of our role on our website. Processing your personal information is necessary for the performance of a task carried out in the public interest by the council.

If you do not provide us with the information we have asked for then we will not be able to provide this service to you.

We also need to process more sensitive personal information about you for reasons of substantial public interest as set out in the Data Protection Act 2018. It is necessary for us to process it to carry out key functions as set out in law.

What personal data we hold, and how we obtain it?

For all purposes detailed, we collect basic personal data so that you can be identified and contacted.

The types of personal data we hold and process about you can include:

- Name
- Address
- Phone Number/s
- Email address/s
- Date of birth
- Health / Medical Conditions
- Nationality
- Racial or Ethnic Origin
- Household Composition
- Marital status
- With You For You
- Emergency Contact details
- Education
- Police/Criminal information
- Financial
- Employment
- Third Party Personal information
- Relationship status
- Language Spoken
- National Insurance number
- Information on dependents
- Gender
- Tenancy references

We obtain the majority of information from you directly via your housing application. We may also obtain information from others including recommendations from health professionals, tenancy references from former and current landlords and other services relating to your housing situation.

Who do we share your information with?

We are legally obliged to safeguard public funds so we are required to verify and check your details internally for fraud prevention. We may share this information with other public bodies (and also receive information from these other bodies) for fraud checking purposes.

We are also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this. We will also generally comply with request for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate.

Your information is also analysed internally and externally to help us improve our services and to comply with legislations. We provide an internal audit service because the law states we must do so. The law also states we must be audited externally. The external auditors are appointed by Audit Scotland. Our internal audit team and the external auditors may process any personal information held within the Council for its contractors and partners) in order to assess and provide assurances on the arrangements for governance, risk management and internal control within the service area. External audit will also ensure that the financial position stated in the annual accounts give a true and fair view in accordance with the law and codes of practice.

We may share personal information with:-

- Social work and health services to assist in determining housing need.
- Other Council services
- Current or former landlord
- All third sector agencies if you have also approached their services.

- Hjaltsland Housing Association, in line with the Common Housing Register
- Legal professionals who may have been dealing with you prior to your current situation.
- Family member who may be part of your current or former household.
- Police Scotland where you have reported criminal activity is affecting your living situation.
- Other local authorities if you have approached them regarding your housing situation.
- The Department of Work and Pensions regarding any ongoing benefit claim relating to you or your household.
- Her Majesty's Prison, if you are or have been in prison.
- The Home Office to confirm the status of your visa in relation to accessing social housing.

Will we send your information outwith the UK?

We do not transfer your information outwith the UK. If it becomes necessary to do so, we would ensure that the appropriate safeguards are in place.

How long do we keep your information for?

We only keep your personal information for the minimum amount of time necessary. Sometimes this time period is set out in the law, but in most cases it is based on the business need. We maintain a records retention and disposal schedule which sets out how long we hold different types of information for. You can view this on our website at

<http://www.shetland.gov.uk/information-rights/InformationManagement.asp>

or you can request a hard copy from the address above.

Your rights under data protection law

Access to your information

You have the right to request a copy of the personal information that we hold about you.

Correcting your information

We want to make sure that your personal information is accurate, complete and up to date. Therefore you may ask us to correct any personal information about you that you believe does not meet these standards.

Deletion of your information

You have the right to ask us to delete personal information about you where:

- you think that we no longer need to hold the information for the purposes for which it was originally obtained
- you have a genuine objection to our use of your personal information – see Objecting to how we may use your information below
- our use of your personal information is contrary to law or our other legal obligations.

Objecting to how we may use your information

You have the right at any time to tell us to stop using your personal information for direct marketing purposes.

Restricting how we may use your information

In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information that we hold about you or we are assessing the objection you have made to our use of your information.

This right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is realistically applied will mean that we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Please contact us as stated above if you wish to exercise any of these rights.

Information you have given us about other people

If you have provided anyone else's details to the Council, please make sure that you have told them that you have given their information to Shetland Islands Council. We will only use this information for a specific purpose, e.g. to contact those people in the event of an emergency, to assess your own entitlement to a service.

If they want any more information on how we will use their information they can visit our web site at <http://www.shetland.gov.uk/information-rights/DataProtection.asp> or email dataprotection@shetland.gov.uk.

Complaints

We aim to directly resolve all complaints about how we handle personal information. If your complaint is about how we have handled your personal information, you can contact the Council's Data Protection Officer by E-mail at dataprotection@shetland.gov.uk or by Phone on (01595) 744 550.

However, you also have the right to lodge a complaint with the Information Commissioner's Office, who can be contacted by post at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Phone: 0303 123 1113 (local rate) or 01625 545 745.

Visit their website for more information at- <https://ico.org.uk/concerns>

Please note if your complaint is not about a data protection matter or does not concern the handling of personal information, please contact us using the Council's Complaints Handling Procedure.

