

## **Housing Services: Privacy Notice**

### **How we use your personal information**

We use the information you provide us to process your housing application and manage your tenancy. We may continue to use all or part of the information in order to provide ongoing related services to support you in your home.

### **What information is held**

The information we hold includes: your name, address, telephone number(s), email address and photograph (if permission has been given). If you are a tenant, on file we have information relating to property inspections, rent increases, correspondence between yourself and Council Housing Income, Tenancy Services and Repairs Teams.

### **What we will do with it**

Your information will be held and used by the council. We may check information you have provided to us with your doctor, support worker, social services in order to ensure the accuracy of the information, to prevent or detect fraud, or to protect public funds.

We may share your information with our commissioned service providers to provide you with a repairs and maintenance service. We may also share your information with partnership agencies such as the Police and the NHS where there is a legal obligation for us to do so or to effectively carry out our landlord obligations.

When requested, we also share your information as part of the Government's National Fraud Initiative. More details can be found here: <https://exeter.gov.uk/council-and-democracy/council-information/data-protection/national-fraud-initiative/>.

### **How long will we keep your information**

We will keep your tenancy agreement for 6 years after your tenancy has ended. We will keep other information for up to 6 years from collection. When we no longer need to keep your information, we will securely and confidentially dispose of it.

### **More information**

For more information about how we look after your information or to find out more about your rights, go to [www.exeter.gov.uk/DataProtection](http://www.exeter.gov.uk/DataProtection) or contact the Data Protection Officer on 01392 265257.