

CARLISLE
CITY COUNCIL



www.carlisle.gov.uk

Low Cost Housing Scheme: Managing Your Personal Data

This document sets out how the Council will handle the personal information of people registered on our Low Cost Housing scheme.

General Data Protection Regulation

The General Data Protection Regulation (GDPR) came into force on 25 May 2018, and provides greater transparency for people regarding what data organisations collect relating to them, and what it can be used for.

Fair Processing

Carlisle City Council is committed to protecting and respecting your privacy in terms of how we collect, use, store and destroy your personal information.

We are the data controller of the personal information we will collect from you and under the General Data Protection Regulation, this fair processing notice is designed to provide you with all the information with which you have a right to be provided.

Why are we collecting your personal information?

Under the terms of the National Planning Policy Framework, the Council has a duty to enable the delivery of affordable housing. The Council does this in a number of ways; however, in this case, it does so by working with private developers to secure discounted sale properties on new housing developments. The Council then assesses the eligibility of households on its register for properties within the scheme. The Council needs to collect and process your personal information to assess whether you are eligible for properties under the scheme, and to contact you with details of available properties.

What allows us to collect your personal information?

In accordance with the General Data Protection Regulation, the Council needs a "lawful basis" for collecting and using your information. On the basis that you wish to be considered for a Low Cost Housing Scheme property, the Council is able to process your personal information in accordance with its contract/ agreement terms.

What personal information will we collect?

We will collect the information requested in the Low Cost Housing Application form.

What will we do with your personal information?

When you complete the Low Cost Housing Application form, we will add your details to our register to assess your eligibility and use them to contact you with details of available low cost properties. We will further use your information to progress with successful property purchases. Your information will be processed by Council City staff, and the only circumstances where we would share your details with third parties would be sharing your contact details with developers of new build low cost properties or the owners of resale low cost properties, to enable sales to proceed (for instance, arranging viewings). Please be aware that failure to provide required information or to provide inaccurate information may affect your eligibility.

We may occasionally contact you with details of properties available through low cost housing schemes run by other providers in the area, but we would never share your personal information with them.

How long will we keep your personal information?

For eligibility purposes and to maintain your details on the register to enable us to contact you, we will keep your information on a rolling annual basis, whereby we will contact you to ask you whether you wish to remain on the register. If you advise us that you do not wish to remain on the register or do not reply within an appropriate time period, we will remove your information from the register.

In relation to successful applications which result in a property being purchased, we will keep your contact details for the duration of your residency. We will however destroy the rest of the information gathered to assess your original eligibility.

Your rights are:

- To be informed
- To access your personal information
- To have inaccurate personal information rectified
- To have personal information erased
- To restrict processing of your personal information
- To obtain and reuse your personal information for your own purpose
- To object to the processing of your personal information
- To not be subject to decisions based solely on automated means, including profiling.

Should you be unhappy with the way Carlisle City Council has handled your personal information, we encourage you to let us know, in order that we can look into this for you and provide a response.

Should you then wish to lodge a complaint with the Information Commissioner's Officer (ICO) you can contact them at:

Website: <https://ico.org.uk/>

Address: Information Commissioner's Officer, Wycliffe House,
Water Lane, Wilmslow, Cheshire, SK9 5AF

Email: Casework@ico.org.uk

Telephone: 0303 123 1113.

Carlisle City Council can be contacted at:

Address: Civic Centre, Carlisle,
Cumbria, CA3 8QG

Email: customerservices@carlisle.gov.uk

Telephone: 01228 817200

Carlisle City Council's Data Protection Officer can be contacted at:

Address: Civic Centre, Carlisle,
Cumbria, CA3 8QG

Email: dataprotection@carlisle.gov.uk

Telephone: 01228 817200