

## **Privacy Notice for Housing Support Services**

### **Who we are**

Scottish Borders Council is a Local Authority established under the Local Government etc. (Scotland) Act 1994 and having its Headquarters at Scottish Borders Council, Newtown St Boswells, Melrose, TD6 0SA. You can contact the Customer Advice & Support Service by email at [CustomerAdvice@scotborders.gov.uk](mailto:CustomerAdvice@scotborders.gov.uk) or by calling 0300 100 1800.

The Council's Data Protection Officer can be contacted using the contact details for the Council as set out above or by email at [dataprotection@scotborders.gov.uk](mailto:dataprotection@scotborders.gov.uk)

### **How we will use your information**

We will use your information to provide housing support services to you and those in need who are at risk of losing or not sustaining their accommodation and/or, to enable them to establish/manage/maintain occupancy of their accommodation, in accordance with Section 32B of the Housing (Scotland) Act 1987 inserted by Housing (Scotland) Act 2010).

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

Your information will be held on a secure web based outcome monitoring tool called Better Futures.

Other than to deliver an effect housing support service, we may use your information for the following purposes:

- To establish eligibility for furnishing grants
- To help support applications to the Scottish Welfare Fund
- To help establish eligibility for benefits including Housing Benefit and Council Tax Reduction
- To access additional support where appropriate (referrals and actions will be discussed with you prior to being submitted)
- To establish if you are eligible for assistance through Deposit Guarantee scheme.
- To help establish eligibility to access Food Banks
- To help identify people who may be affected by welfare reform changes (Universal Credit)
- To help prevent and reduce homelessness
- To share and obtain relevant information in relation to your case with partner agencies who are providing your household with support.

### **Who we may share your information with**

Your information will be accessed by Council staff who need to do so in order to provide the service described above. The Council is legally obliged to safeguard public funds so details will be checked internally for fraud prevention and verification purposes and may be shared with other public bodies for the same purpose.

Personal data provided for Applications for services administered and/or provided by Scottish Borders Council may be shared with, or obtained from the following organisations (in addition to any other disclosure required by a Court of Law or in response to a valid request by, normally, a law enforcement agency):

- Department for Work and Pensions (DWP)
- Housing Support enabling unit (Better Futures)
- External Database Suppliers - Better Futures, Housing Support Enabling Unit.
- NHS
- Multi-Agency Public Protection Arrangements
- Scottish Prison Service
- Penumbra Supported Living Service
- Addaction
- Borders Women's Aid
- Fresh Start Borders
- Scottish Government
- Emergency Services
- Care Inspectorate
- Other Local Authorities
- Repairs & Maintenance Contractors
- Gas & Electric Suppliers
- Registered Social Landlords
- Private Landlords
- Domestic Furnishing Services (as per SBC Framework)
- Emergency Contact (In the event of an emergency or concerns for your welfare)
- Our External Printers - CFH Docmail Ltd.
- Where there is a requirement for translation & interpreting services we may share your data with any of the following as appropriate:
  - Language Line
  - Alpha Translating and Interpreting Services LTD
  - Scottish Borders Interpreter Agency
  - Contact Scotland – BSL
  - Royal Blind – Scottish Braille Press

Your information may also be shared and analysed internally in order to provide management information, inform service delivery reform and similar purposes to meet our duty to achieve best value and continuous service improvement.

In general the Council does not transfer personal data outside either the UK or the European Economic Area (EEA) and on the rare occasions when it does so the Council will inform you. The Council will only transfer data outside the UK and the EEA when it is satisfied that the party which will handle the data and the country it is processing it in will provide adequate safeguards for personal privacy.

### **Decision Making**

The Council do not use profiling or automated decision-making processes. Some processes are semi-automated (such as anti-fraud data matching) but a human decision maker will always be involved before any decision is reached in relation to you.

### **Information you have given us about other people**

If you have provided anyone else's details on this form, please make sure that you have told them that you have given their information to Scottish Borders Council. We will only use this information to contact those people to assess your own entitlement to this service. If they want any more information on how we will use their data they can visit our website [www.scotborders.gov.uk/privacystatement](http://www.scotborders.gov.uk/privacystatement) or email us [dataprotection@scotborders.gov.uk](mailto:dataprotection@scotborders.gov.uk)

### **How long do we keep your information for?**

We only keep your personal information for the minimum period necessary. Sometimes this time period is set out in the law, but in most cases it is based on the business need.

The information you have provided will be retained for the current financial year plus five more years.

### **Your Rights**

You have the right to request access to any personal data held about you by the Council. You can also request that we restrict the use of your information or even object to any further processing. You can do this by contacting the Data Protection Officer using the contact details provided above. We will respond to your request within 30 calendar days.

For more information on your rights please visit our website [www.scotborders.gov.uk/DPYourRights](http://www.scotborders.gov.uk/DPYourRights) or if you would like a hard copy of this information, please contact us using the contact details provided above.

### **How to raise a complaint**

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 email at [dataprotection@scotborders.gov.uk](mailto:dataprotection@scotborders.gov.uk) or by telephone on 0300 100 1800.

However, you also have the right to lodge a complaint about data protection matters with the Information Commissioner's Office (ICO), who can be contacted by post to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

You can contact the ICO by phone on 0303 123 1113 or you can visit their website for more information at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)

If your complaint is not about a data protection matter you can find details on how to make a complaint on our website at [www.scotborders.gov.uk/complaints](http://www.scotborders.gov.uk/complaints)