



Date Created: 26/03/19
Date Published: 01/03/19
Version Number: 1.00

Service Area:	Housing Division
Work Area:	Caerphilly Housing Options Team
Contact Details:	01443 873552 housingadvice@caerphilly.gov.uk
Privacy Notice Name:	Homeless or at risk of homelessness
Description of Privacy Notice:	This Privacy Notice will explain how Caerphilly county borough council (CCBC) will use the information you provide and any information about you that we will obtain from other organisations when you present yourself as homeless or at risk of losing your home.

How we will use your information

Purpose and legal basis for using your information

Purpose of processing

If you are homeless or at risk of losing your home, the council has a duty under the Housing (Wales) Act 2014 to look into your situation and find out how we may possibly be able to help you.

If you are threatened with homelessness we will work with you to take all reasonable steps to prevent homelessness from happening, either by working with you to keep your existing home or by finding alternative accommodation.

If you are already homeless we will take all reasonable steps to find you alternative accommodation.

You will be expected to work with your caseworker to agree reasonable steps that may include:

- an offer of suitable accommodation with a private landlord
- an offer of suitable accommodation with support
- assistance to secure accommodation you have found yourself
- an offer of suitable social housing

Information collected may also be used in order to assess your eligibility to be admitted onto the Common Housing Register, to determine the level of priority that may be awarded to the application and other associated matters.

The Common Housing Register allows applicants to apply for social housing with Caerphilly County Borough Council and other social housing landlords in the borough with a single application.

Further information on this process is provided in the link below:

https://www.caerphilly.gov.uk/CaerphillyDocs/FOI/PrivacyNotices/Housing_Application_Privacy_Notice.aspx

Legal basis for processing

There is a public task requirement to process your information as detailed below:

To enable the Council, as a local housing authority, to exercise its authority vested in it by Part 2 Housing (Wales) 2014 and for the Council to perform its tasks, carried out in the public interest, assess and if a homeless or 'threatened' with homeless duty is owed pursuant to Sections 62 66 68 73 AND Section 75 of the councils statutory duty to investigate and assess all potential homeless applications.

In order for the processing of personal data to be lawful under the General Data Protection Regulations 2016, a valid condition from Article 6 of the Regulations must be identified, which is outlined below:

1e. processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;

Data Protection legislation provides extra protection for certain classes of information called 'special personal data' and 'criminal offence data'. If any information falls within the definition of these classes then an additional condition from Article 9 / Article 10 of the Regulations must be identified, as outlined below:

Data Protection Act 2018, Schedule 2, Section 6 (Both an Article 9 and Article 10 Condition)

- (1) This condition is met if the processing—
 - (a) is necessary for a purpose listed in sub-paragraph (2), and
 - (b) is necessary for reasons of substantial public interest.
- (2) Those purposes are—
 - (a) the exercise of a function conferred on a person by an enactment or rule of law;
 - (b) the exercise of a function of the Crown, a Minister of the Crown or a government department.

Source and type of information being processed

Depending on your circumstances, in order for us to assist you, you will need to provide us with relevant information / documents, which may include but is not limited to:

- Your name, contact details, date of birth, National Insurance No, and address history.
- Names, address /contact details of others members of your household including ex-partners, children, parents, siblings and ex common law partners.
- Medical / health conditions, prescription drugs and details of your GP/ Surgery.
- Probation details including details of drug / alcohol abuse, criminal records and convictions, details of victims.
- Details of support you may have such as social worker and other support workers including their correspondence with you.
- Details of your financial situation including debt information/correspondence, County Court Judgements (CCJs), bank statements, payslips, proof of benefits, mortgage and credit agency information / correspondence.
- Landlord name, address / contact details and rental property details.

We may also need additional information about you or may need to verify the information you have provided with others. The types of organisations we may contact for these purposes may include but is not limited to:

Type of Organisation	Type of information obtained / verified
Your GP / Medical Professional	Physical / mental health conditions, prescribed medications.
Probation Service	Details of offences and victim details, criminal records and convictions Details of drug / alcohol abuse.
Land Registry	Proof of property ownership.
Home Office	UK residency check.
Benefit Agencies, Department for Works and Pensions (DWP)	Information on benefits that you receive.

Who will have access to your information

Identity of Data Controller and Data Protection Officer

The Data Controller for your information is Caerphilly County Borough Council. The Data Protection Officer is:

Ms Joanne Jones
Corporate Information Governance Manager / Data Protection Officer
Email: dataprotection@caerphilly.gov.uk
Tel: 01443 864322

Other Data Controllers may also be responsible for your information, depending on the specific circumstances. Please contact the Service Area for further information.

Details of main users of your information

The main user of your information within Caerphilly County Borough Council will be the Caerphilly Housing Options Team, whose details are located at the top of this document. Your information may also be used by other sections within housing for the purpose of providing support to those that are homeless or at risk of homelessness. This may include the Emergency Accommodation Unit.

Details of any sharing of your information within Caerphilly county borough council

Any information provided that relates to private sector landlords, managing agents or privately rented properties may be shared with Caerphilly County Borough Council's Private Sector Housing service, for the following purposes:

- To investigate and if necessary take action against landlords and agents that are not registered, as required by the Housing (Wales) Act 2014. The Private Sector Housing service may share this information with Rent Smart Wales.
- To investigate and if necessary take action against landlords of properties that are in poor repair under various legislation.
- To investigate and if necessary take action against landlords of houses of multiple occupancy (HMO) that are unlicensed and/or do not meet required HMO standards under various legislation.

If you are a Caerphilly County Borough Council tenant we may share relevant information with our Rents Section for the purpose of homelessness prevention services associated with income and debt support.

We may share your relevant information with Social Services for the purposes of child protection / obligations under the Childrens Act, Social Service and wellbeing Act and any relevant legislation. We may also share relevant information with Social Services for the purposes of the protection of vulnerable adults.

If it is believed at any stage of the process that a child may be at risk a referral will be made to Childrens Services where the All Wales Child Protection Procedures will be followed, which may result in a formal investigation and assessment.

Details of any sharing of your information with other organisations

In order to provide the assistance you require we may need to contact your landlord and/or their agent. This may involve us sharing relevant information with them in order to prevent homelessness.

We may need work with or refer you to other organisation that can help you. The types of organisations we may work with or refer your case to may include but is not limited to:

Type of Organisation	Purpose
Citizens Advice Bureau	Debt relief orders, budgeting advice and mortgage rescue assistance.
Shelter	Mortgage rescue assistance, debt crisis, independent housing advice.
Illegal Money Lending Unit	Investigation and protection from eviction actions
Aneurin Bevan Health Board	Needs assessment and co-ordination of services
Supporting People	Needs assessment analysis and evidence for contractual support services
Benefits agencies, DWP and Job Centre	Income support and debt relief
Wales Cooperative Centre for Homeless	Prevention services associated with income and debt support.
Third sector organisations that provide support to clients that are homeless or at risk of homelessness, such as Llamau, Gofal Pobl	Provide ongoing floating housing related Support to clients that are homeless or at risk of homelessness
National Probation service The Police	Assessment of homeless housing and support need as part of the Wales National Prison leaver pathway

In order to find alternative accommodation for you we may need to share information about you with emergency accommodation providers, refuges, supported accommodation, temporary accommodation providers, Bed and Breakfast accommodation providers, private landlords, letting agents and social housing providers.

Caerphilly County Borough Council has a legal responsibility to protect public funds. We may use the information submitted to prevent and detect fraud and may also request information from and pass information to other organisations that handle public funds.

Requests for information

All recorded information held by Caerphilly County Borough Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection legislation.

If the information you provide is subject to such a request, where possible Caerphilly County Borough Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows.

How long will we retain your information

Details of retention period

How long Caerphilly County Borough Council retains information is determined through statutory requirements or best practice.

We keep all information you provide or is collated in relation to homeless or risk of homelessness for 10 years from the date the case has been closed.

Your Rights (Inc Complaints Procedure)

Your rights under the Data Protection

Data Protection gives data subjects (those who the information is about) a number of rights:

- The right of subject access – Application forms for this process are available on our website: [SAR Form](#)
- The right to be informed
- The right of rectification
- The right to erasure
- The right to restrict processing
- The right to object
- The right to data portability
- Rights in relation to automated decision making and profiling.

Further information on your rights is available from: www.ico.org.uk.

To enact your rights please contact the service area detailed on the top of this form.

Complaints Procedure

If you are unhappy with the way that Caerphilly County Borough Council has handled your request / information, you have the right of complaint. Please contact the Service Area detailed at the top of this document outlining your issues.

If you remain unhappy you also have a right of complaint to the Information Commissioner's Office. Please follow this link for further information on the complaints process.

www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Questions-and-complaints

Summary Privacy Notice

How we will use your information

The information you provide will be used for the purpose of assessing if you are homeless or at risk of losing your home. If you are homeless or at risk of losing your home, the council has a duty under the Housing (Wales) Act 2014 to look into your situation and find out how we may possibly be able to help you.

The legal basis for processing your information is that the processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

We keep all information you provide or is collated in relation to homeless or risk of homelessness for 10 years from the date the case has been closed.

Information collected may also be used in order to assess your eligibility to be admitted onto the Common Housing Register, to determine the level of priority that may be awarded to the application and other associated matters. The Common Housing Register allows applicants to apply for social housing with Caerphilly County Borough Council and other social housing landlords in the borough with a single application.

Relevant information may also be shared within Caerphilly County Borough Council and with other organisations where necessary, please follow the link below for further information on this.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed.

For further information on how we process your information and your rights please click the following link:

[{Hyperlink to Full Privacy Notice on our website}](#)