

Rural Housing Needs Surveys Privacy Notice:

1 Council Contact Details

- 1.1 The Borough Council Wellingborough (BCW)
Swanspool House
Doddington Road
Wellingborough
NN8 1BP
- 1.2 The Housing Development department can be contacted at:
HousingDevelopment.BCW@wellingborough.gov.uk

2 Information that we hold

- 2.1 We currently collect and process the following information for the rural housing needs survey:
- Contact details
 - Property details
 - Household information
 - Customer financial information
 - Employment status data
 - Information about you e.g. age
- 2.2 Further information please see the [Rural Housing Needs](#) section on the council's website.

3 How the information is obtained

- 3.1 There are a number of reasons why we need to collect and use your personal information. Generally, we collect and use personal information where:
- it is necessary to meet our legal obligations; and
 - you have requested a service from us; applicable if you/ your household complete part 2 of the survey.
- 3.2 The information may be collected directly by BCW Housing Officers, or this role may be outsourced to a trusted Housing Needs Survey specialist e.g. Midlands Rural. In each case households within the rural area (e.g. a parish) being surveyed will receive a questionnaire by post designed to gather information relevant to that households housing needs. Residents may return the questionnaire by post. Alternatively, a link to an online survey will also be provided. If a survey specialist is used, they will not use any of the data collected to further their own business purposes.
- 3.3 The council needs to collect this information in order to fulfil its statutory duty (under the 1985 Housing Act) to investigate housing needs and examine ways of meeting those needs. We have a rolling programme for updating Rural Housing Needs Surveys (approximately every five years) as recommended by best practice.

- 3.4 Completion of the survey is optional. Part 2 of the survey is optional and relevant to households where a member may need to find a new home in the village at any time in the next 5 years. Part 2 includes the option for households to consent to be contacted about rural housing opportunities which may arise.
- 3.5 We collect personal information so that we may keep you informed about relevant rural housing opportunities which may arise.

4 What we do with the information

- 4.1 We use the information that you have given us in order to fulfil our statutory duty (under part II section 8 of the 1985 Housing Act, 'periodical review of housing needs') to investigate housing needs and examine ways of meeting those needs – for example this may include working with Housing Associations and Landowners to develop housing appropriate to meet the needs identified.
- 4.2 We may share this information with Keyways our local Housing register, and Housing Associations in order to match households in need of housing with appropriate homes. We will publish a report summarising the survey results online, but individual responses will be collated and anonymised. BCW has a data sharing agreement with Kettering and Corby Borough Council and Greatwell Homes as our stock transfer registered provider of social housing. Where relevant to providing appropriate housing or assessing housing need, data may be shared with these organisations.
- 4.3 The data will not be used by any automated decision-making processes. Automated decision-making is where decisions are made about you without any human influence on the outcome.
- 4.4 The data will not inform any profiling. Profiling is where you analyse parts of an individual's personality, behaviour, interests and habits to identify their preferences, make predictions or decisions about them.

5 How long we keep your information for and how we securely dispose of it after use

- 5.1 Personal information for the purpose of this process will be kept either by us if we carry out the survey, or our third-party processor for six months. For those households completing part 2 and demonstrating a housing need this data will be kept in order that those in need can be matched to appropriate housing opportunities.
- 5.2 We will securely dispose of your information in line with retention periods.

6 How we store your information

- 6.1 Your information is securely stored on the council's systems only those teams required to handle the data have access. If an external provider is used to conduct the survey the information will be kept on its system securely and will be subject to that organisations own data protection procedures.

7 Your data protection rights

- 7.1 The law gives you a number of rights to control what personal information is used by us and how we can use it. Please see the [Your rights under the General Data](#)

[Protection Regulation \(GDPR\)](#) section of the council's website for further information.

- 7.2 Please be aware that your rights may differ depending on the lawful basis for processing your personal data.
- 7.3 You can ask that we no longer use your details for this processing. If you wish to exercise this or any other right under GDPR, please contact the Data Protection Officer (contact details in section 9.1 below).

8 Who to contact

- 8.1 If you would like further information about how we use your personal information, or you wish to exercise one of your data rights or you wish to complain about the use of your personal information please contact the Data Protection Officer on (telephone number) or by email to info.bcw@wellingborough.gov.uk

Or you can write to:
Data Protection Officer
The Borough Council of Wellingborough
Swanspool House
Doddington Road
Wellingborough
NN8 1BP

- 8.2 If you are still dissatisfied with how we have used your data once you have made a complaint through the council's [internal complaints procedure](#) you have the right to complain to the ICO.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

This privacy notice was completed on 14/12/2020

The privacy notice review date is 14/12/2021