



How we use your information

- Why we collect and use information
- Keeping your information safe
- Protecting our staff and contractors



How we use your information

Welwyn Hatfield Borough Council collects and processes data to provide services to our tenants. The data we collect is for a specific, explicit and legitimate purpose and we will not use information collected for one purpose for another without permission. However, we can process data without consent where the processing is required under a legal obligation to which we are a party or there is any other lawful basis to obtain and process your data.

All the personal information on our tenants is securely held and our staff and partners process data in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation, and in a manner that ensures appropriate security of the personal data we handle. Our privacy notice www.welhat.gov.uk/privacy-notice explains how we use information about you.

Why we collect and use information

The main reason we collect and use information about you and your household members is so that we can deliver services to you. The types of services we must provide to you are set out in your tenancy agreement or lease.

These services include:

- processing your housing application
- carrying out repairs and maintenance
- collecting rent or service charge payments
- providing help to you in matters relating to your tenancy or lease
- preventing and dealing with anti-social behaviour
- taking action where there is a breach of your tenancy conditions
- providing different types of support when you need it

How we use your information

The type of information collected

We collect and use a range of information about our customers. This includes details such as your name, address, contact details, date of birth, gender and other personal information. We may also collect information about your household members. Most of the information we collect will be provided by you. However, we may also collect information from other agencies, for example if you have been involved in criminal activity and where this could be a breach of your tenancy agreement.

Keeping your information safe

We keep the information we hold about you securely and we do not keep it for longer than we have to. All our employees have received training to ensure they understand the importance of this.

Who gets to see personal data?

Generally, only staff within the housing, council tax and benefit services have access to the information we hold about you, but there are circumstances where we share this information with others, including our repairs contractors.



How we use your information

We may also share information with other landlords, for example if you are applying for housing elsewhere, or to prevent fraud. In some cases, we share information about you with the police and social services.

We would not disclose data for purposes other than those set out earlier and we will never pass on your information to outside organisations for marketing purposes.

We will only disclose data to other organisations when it is necessary to do so, and we will ensure that the information about you is kept secure. We have agreements in place with other agencies so that we can be sure they will also keep your information secure.

In most cases we only share information with others after you have given your consent. However, in some cases (for example in the prevention of crime) we may share information without your consent. We are allowed to do this by law.

Applications to move

We may apply for references from your previous landlords, contact other agencies and collect other types of relevant information about you so that we can assess your application.

Protecting our staff and contractors

The health and safety of our staff, contractors and partners is important and to protect them we record any incidents of violence, threatened violence or aggression by our customers. This information is stored on our computer system and may be shared with staff and contractors without your consent to ensure their safety. For more information, please ask for our policy on 'Unreasonably persistent and abusive behaviour' or find it on our website at www.welhat.gov.uk/policies.

We will also share information with other organisations providing you with support. For example, if you tell us you need your service delivered in a certain way because of a disability, we will share this with our repairs contractors.

