

## **Privacy Notice for the Royal Borough of Windsor & Maidenhead Housing Options Service**

### **Who we are:**

Housing Options Service  
Place Directorate  
Town Hall  
St Ives Road  
Maidenhead

### **Lawful basis for processing the information:**

Local Government Finance Act 1992

Housing Act 1996 (as amended) by the Homelessness Act 2002

Homelessness Reduction Act 2017

Article 6(1)(e) of the General Data Protection Regulation - 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

### **How we collect information:**

Information is collected from the data subject, support worker, medical professional, police, probation service, housing associations, other internal council services or a parent or guardian.

Online forms can be completed to apply for housing or to tell the council of a rough sleeper.

There is a queuing system to see a member of housing staff for face to face advice.

Homelessness Reduction Act 17 - Public services have a duty to refer personal information to the Housing options service.

### **Categories of information collected:**

Housing Options collects names, residential addresses, email addresses, date of birth (if required) household composite, National Insurance number, bank account

details and personal bank account statements, payslips, medical status, immigration status and other relevant personal details. Information is collected face to face, by phone or using electronic forms via our website.

**How we use the information provided:**

Information will be used to assess housing needs and eligibility.

**Who has access to the systems that hold information about you?**

Only the Housing Option's service.

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

Other Council departments:

Housing benefits  
Community services  
Customer services  
Commissioning  
Finance  
Planning

External partners:

Housing Associations  
Homelessness and emergency accommodation providers  
Thames Valley Police  
Resilience (drug and alcohol support service)  
Achieving for Children  
Optalis

Where under a lawful obligation your information may be shared for example with law enforcement agencies/other local authorities for the prevention or detection of crime.

**How long we store your information:**

Six years after case closed.

**Does your service utilise automate decision making? – No**