

PRIVACY NOTICE

Council Service : Housing Solutions

Who is the Data Controller for the information I provide?

Halton Borough Council is the Data Controller for the personal information you provide.

We collect and hold information about you in order to

Inform our Homelessness Strategy. This strategy sets out our plans for the future and details how we will tackle homelessness in the Halton area, alongside our partner agencies. We will use demographic information about you to see if there are any obvious patterns to homelessness in Halton and use the data to help target our support.

What legal basis allows you to use my information?

The lawful basis for processing your personal data as set out in the General Data Protection Regulation is 'Consent'.

Do I have to provide this information and what will happen if I don't?

You are not required to provide the information.

You can still respond to the Homelessness Survey without providing any demographic information.

Who will my information be shared with?

Your demographic information will be shared with Council staff within the Policy, Performance and Customer Care Team.

It will be summarised and included in the Homelessness Strategy which is published on the council website www.halton.gov.uk.

The information is demographic and cannot be used to identify you.

How long will you keep this information for and why?

Your demographic data, should you choose to provide it, will be deleted when the new strategy is updated in 5 years time.

How will my information be stored?

The information will be stored on the Council's secure servers.

The information you are entering will be held/processed hosted on a web platform <https://www.snapsurveys.com>.

Snap is based in the UK and the data is held on UK Servers. For further information on snap surveys please visit <https://www.snapsurveys.com/gdpr/gdpr-snap-xmp>.

Will this information be used to take automated decisions about me?

No.

Will my data be transferred abroad and why?

No.

What rights do I have when it comes to my data?

- Right to be informed – through this Privacy Notice.
- Right to rectification – you have the right to have personal data rectified if it is inaccurate or incomplete.
- Right to erasure – you have the right to have personal data erased and to prevent processing however the right to erasure does not apply in some circumstances.
- Right to restrict processing – you have the right to block or suppress processing of your data, however this right does not apply in some circumstances.
- Right to data portability – you have the right to obtain and reuse your data for your own purposes (copy or transfer personal data to another environment) in certain circumstances.
- Right to object to processing (to certain types of processing only).
- Rights related to automated decision making and profiling.
- Right of Access - you have the right under the Data Protection Act (General Data Protection Regulation 2018) to request a copy of your information and to know what it is used for and how it has been shared. This is called the right of subject access. To request a copy of your data or ask questions about how it is used download a copy of our form from <https://www4.halton.gov.uk/Pages/councildemocracy/Data-Protection.aspx> and send it to Halton Borough Council, Information Governance Service, PO Box 317, Runcorn, WA7 9BZ, or email by email to informationgovernanceservice@halton.gov.uk

Service Contacts

If you require any further information regarding the survey please contact victoria.owen@halton.gov.uk or Housing.SolutionsTeam@halton.gov.uk.

Who can I complain to if I am unhappy about how my data is used?

You can complain directly to the Council's Data Protection Officer by writing to:
Data Protection Officer, Halton Borough Council, PO Box 317, Runcorn, WA7 9BZ or by email to informationgovernanceservice@halton.gov.uk

You also have the right to complain to the Information Commissioner's Office using the following details: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Telephone: 0303 123 1113. Website: www.ico.org.uk