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BOROUGH COUNCIL

Privacy Notice – Maintenance & Contracts

Introduction	<p>The Maintenance and Contracts team has provided this privacy notice to help you understand how we collect, use and protect your Personal Data. When reading this document please note that we use the terms 'Personal Data' and 'Personal Information' interchangeably.</p> <p>The document below will describe how we may collect and process your personal information.</p> <p>The purpose of this document is to clearly acknowledge the Council's responsibilities in relation to the United Kingdom General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA 2018).</p> <p>For information on how we generally process and protect your personal information please view our Privacy Notice, which can be found at https://www.ipswich.gov.uk/content/privacy-policy.</p> <p>The Data Protection Officer for Ipswich Borough Council is Siobhan Martin, Head of Internal Audit. She can be contacted at dataprotection@ipswich.gov.uk</p>
Definitions used in this Notice	<p>Personal Data means any information related to an identified or identifiable living individual- known as a 'data subject'.</p> <p>An individual is regarded as identifiable if they can be identified, directly or indirectly, in particular by reference to an identifier, such as a name, an identification number, location data or an online identifier, such as an IP address or cookie identifier. Alternatively, they can also be identified by one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of the individual.</p> <p>Special Personal Data previously known as 'sensitive personal data', relates to race, ethnic origin, politics, religion, trade union membership, genetic data, biometric data (where used to identify a person), health, sex life or sexual orientation. Records of personal data relating to criminal convictions and offences and allegations must be treated in a similar way.</p> <p>Processing means any operation which is performed on information such as. collection, recording, organisation, structuring, storage, adaption or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or making available, alignment or combination, restriction, erasure or destruction.</p> <p>Data Controller determines the purposes and means of processing personal data.</p>



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	<p>Data Processor is a third party who processes personal data on behalf of the Controller</p> <p>Third Party is someone / somebody who is not the Data Controller, the Data Processor or the Data Subject.</p>
<p>Who we are and what do we do:</p>	<p>The Maintenance and Contracts team is responsible for the Asset Management of the Council's housing stock. This includes general needs housing and sheltered housing as well as HRA land and a small number of shops. This includes the delivery of repairs and ongoing maintenance and improvement schemes to the "Ipswich Standard" of Council-owned housing. It is also responsible for delivery of disabled adaptations in council properties and a Caretaking service that works in the Community.</p> <p>Maintenance and Contracts is a discretionary service offered by Ipswich Borough Council.</p> <p>The Council is the 'Data Controller' for the information which is collated and processed. This means we are responsible for deciding how we can use your information. If you want more information regarding the services delivered, please go to our website, https://www.ipswich.gov.uk/.</p>
<p>How we lawfully process Personal Data</p>	<p>The Council regards the lawful and correct treatment of personal information as critical to their successful operations, maintaining confidence between the Council and those with whom they carry out business. The Council will ensure that they treat personal information correctly in accordance with the law.</p> <p>Your personal data is being processed under:</p> <ul style="list-style-type: none">• Article 6 (a) [consent]• Article (b) [contract]• Article 6 (c) [legal obligation]• Article 6 (e) [public task]. <p>Where we collect and use special category data, it will be under one of the following lawful bases:</p> <ul style="list-style-type: none">• Article 9 (h) [Health or Social Care] <p>The legislation that allows us to process your data includes:</p> <ul style="list-style-type: none">• The Local Government Act 1972• The Localism Act 2011• Housing Act 1988• Landlord & Tenant Act 1987• Health & Safety Act 1974• The Equality Act 2010



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	<ul style="list-style-type: none"> • Care Act 2014 • Housing Grants, Construction and Regeneration Act 1996 • Children’s Act 1989 and 2004 • Gas Safety (Installation and Use) Regulations 1998 • The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020
How the law protects you:	<p>The UK GDPR and the DPA 2018 set out how we can lawfully use personal information. Complying with the law protects individuals from harm and the Council will only ever process your information where we are legally able to.</p>
Our responsibilities	<p>The UK GDPR and the DPA 2018 provide us with our main responsibilities for processing personal data.</p> <p>All personal information provided by you is held securely and in confidence by us in our computerised and other records. When we process your personal information, we do so in compliance with the UK GDPR and DPA2018.</p> <p>Where the Council appoints nominated sub-contractors, the same requirements of the Act are extended to each sub-contractor.</p> <p>For further information on our responsibilities, please see https://www.ipswich.gov.uk/content/privacy-policy.</p>
Your rights:	<p>The UK GDPR and DPA 2018 provide you with the following rights:</p> <ol style="list-style-type: none"> 1. The right to be informed 2. The right of access 3. The right to rectification 4. The right to erasure 5. The right to restrict processing 6. The right to data portability 7. The right to object 8. Rights in relation to automated decision making 9. The right to withdraw consent 10. The right to complain <p>Requests in relation to your rights should be directed to the Council. A request can be made verbally but we would prefer for you to do so in writing, by email to dataprotection@ipswich.gov.uk or (in the case of a request for a copy of your personal data) using the Subject Access Request Online Form.</p> <p>If you are requesting to view CCTV footage, please visit Making a request to view CCTV.</p> <p>For further information on your rights, please see https://www.ipswich.gov.uk/content/privacy-policy.</p>



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	<p>If you are unhappy with the way the Council has processed your information please contact dataprotection@ipswich.gov.uk. The Council will look in to your concerns for you. If after that if you are still unhappy you may contact the Information Commissioner’s Office. Their contact details are available at www.ico.gov.uk</p>
Your responsibilities	<p>You are responsible for making sure you give us accurate and up to date information, and to let us know if any personal information we hold is incorrect.</p>
When do we collect information about you?	<p>We collect information about you from different places, including:</p> <ul style="list-style-type: none"> • Tenancy Services • Housing Advice (allocations) • Shared Revenue Partnership (Revenue & Benefits) • Customer Contact Centre • Suffolk County Council • Contractors • Surveys and Consultations • Corporate Health and Safety
What information do we maintain?	<p>We will only collect and use the minimum information needed.</p> <p>The information about you which we will maintain may include:</p> <ul style="list-style-type: none"> • Name • Address • Phone numbers • Mobile numbers • Email addresses • Information relating to complaints or right to repair claims about properties. This might include health information • Disability or health information where we are installing an adaptation • Opinions, for example in customer satisfaction forms, surveys etc • Household income and any other information relating to eligibility for government schemes • Customer contributions to government schemes • Consultation responses on community schemes • Information on “at risk properties” where we need to protect staff attending a property. This would involve name, address and reason for inclusion, which could include allegations or criminal convictions, health information
How do we use your information?	<p>We will be using your information to:</p> <ul style="list-style-type: none"> • Arrange routine and emergency repairs • Arrange planned or major works



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	<ul style="list-style-type: none"> • Respond to complaints • Monitor quality of service • Future service planning • Public consultations • Assess eligible households/properties for Government schemes, for example Government Green Homes Grant • Obtaining Warrants for access via the Courts, where necessary • Surveys <p>We will not use your personal data for other purposes other than for what it was collected unless we have obtained your consent or for other lawful purposes (e.g. detection and prevention of fraud).</p> <p>Automated processing/profiling:</p> <p>The Maintenance and Contracts Team does not use your personal data in any automated decision-making or profiling activities.</p>
<p>How long do we keep your information?</p>	<p>We will hold your personal information in line with the Council's Retention Policy as follows:</p> <ul style="list-style-type: none"> • Lists containing tenant name, address and contact details – retention period dependent on reason: <ul style="list-style-type: none"> ○ Asbestos register - permanent ○ Thermal insulation upgrades – permanently ○ Central heating installation – 5 years plus current ○ Kitchen and bathroom project – 5 years plus current ○ Disabled adaptations requests – 5 years plus current ○ Gas servicing – 5 years plus current ○ Commercial TV systems repair – duration of the project ○ Warden call system and door entry system repairs – duration of the project ○ Rewire/EICR property list and Sub-main replacements – duration of the project ○ External planned maintenance 2020-2025 – duration of the project ○ Responsive repair works orders – duration of the tenancy ○ Void works orders – duration of the project • Housing defect reports, including tenant name, address and phone numbers – indefinite in some historical records, however personal data is now removed from records when defect has been rectified. • Rewire/EICR property list and Sub-main replacements, including tenant name, address and phone number – for the duration of the project • Gas Out of Service list – 3 months from completion of service • Consultations – duration of the project



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	<ul style="list-style-type: none">• Tenant satisfaction questionnaires – 1 year plus current• Green Homes Grant qualifying information – up to 12 months after close of scheme <p>You have the right to request that your personal information is deleted at any time, however whether this is possible will depend on the reasons why the data is processed. The Council will consider your request and comply where possible. If it is not possible, we will explain the reasons to you.</p>
Transferring your information overseas	Currently, we do not transfer any personal information outside of the United Kingdom.
Data sharing	<p>We may share your personal information with:</p> <ul style="list-style-type: none">• Contractors who deliver services on our behalf or who maintain and supply software to us• Government departments if a grant is claimed• Her Majesty's Courts and Tribunal Service• External legal representatives (both for the Council and for the tenant) <p>We may access and/or share information held by other departments in the Council, for example:</p> <ul style="list-style-type: none">• Tenancy Services• Customer Services• Legal Services• Shared Revenues Partnership (Council Tax and Benefits team)• Information held by the Corporate Health and Safety team where we have reason to be concerned about the safety of our staff when attending properties.
National Fraud Initiative NFI	We may share information provided to us with other bodies responsible for auditing, or administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For further information, see , which can be found at https://www.ipswich.gov.uk/content/privacy-policy..