

Housing Information Service Standards



We keep information about current and former tenants of the Council's housing stock. We also keep information about individuals who have applied for Council housing, refugees and asylum families and individuals living in the Borough.

We also keep information around our properties.

Why do you keep information about me?

We process personal information so we can offer appropriate advice and support customers to find and sustain accommodation throughout Darlington and fulfil our duties as a landlord in relation to repairs and maintenance.

We do this because we have a legal obligation to do so or because we are carrying out a task in the public interest or in the official exercise of authority vested in the Council as a data controller. Our obligations are set out in legislation.

Where we process special categories of personal data, we do so because it is necessary for reasons of substantial public interest on the basis of UK law which is proportionate to the aim pursued and which contains appropriate safeguards.

Who can see my information?

Access to information is restricted to Housing Services staff. This may include organisations we contract to undertake this work on our behalf.

We may also need to share or access your information with other social housing providers, government departments, Police, probation, social services, NHS, utilities companies, continuous recording of social housing lettings and sales CORE.

How do you store the information you keep about me?

Information is stored electronically on a number of ICT systems including (this can include audio files). Some paper records also exist, these are stored in lockable filing cabinets.

Is my information used to make an automated decision about me and/or for profiling purposes?

Yes, for housing application purposes. However, this decision is also reviewed by an individual.

How does the Council get my personal data?

As well as information, which is provided by you or your representative, we may also receive your information from other agencies, such as health care professionals, the Police, social services, probation, voluntary sector organisations, banks and building societies and HM Courts and Tribunals Service.

What sort of information do you keep?

We will only use the minimum amount of information necessary to do so and will take every reasonable step to ensure the information is accurate.

More details and information can be found on our privacy notice which can be found at: www.darlington.gov.uk/your-council/data-protection-and-freedom-of-information/privacy-notice/

