# Privacy Notice

## Who we are

London Borough of Newham (LBN) is registered with the Information Commissioner’s Office (ICO) as a ‘Data Controller’ Thisprivacy notice applies to you (‘the service user’) and LBN (‘the Council’). The Council takes the privacy of your information very seriously.

This privacy notice relates to our functions relating to Housing Services, it provides additional information that specifically relates to this particular service, and should be read together with our [general privacy notice](https://www.newham.gov.uk/contact-information/processing-personal-data-privacy-notice), which provides more detail.

## What data do we collect

We will use existing data you have previously given us:

* Contact information (e.g., name, address, phone number, email).
* Demographic information (e.g., age, gender, household composition).
* Financial information (e.g., income, benefits, rent or mortgage details).
* Housing history and current housing situation.
* Any other relevant information that helps us provide effective support.

## Why we collect your data

We collect your data so that we are better able to identify individuals at risk of homelessness to enable the delivery of targeted interventions to prevent you presenting as homeless.

## The lawful basis for processing your data

The lawful basis we use to process your data as set out in UK data protection legislation is:

(e) Public task: the processing is necessary for us to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.

The processing is necessary for reasons of **substantial public interest**, on the basis of EU or national law.

## How we use your data

We will use your data to signpost you to relevant support services based on the data we have.

## Who we will share your data with

We do not share or disclosure any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement.

## How long we will keep your data

We will keep your data safe and secure for a period up to 1 year in line with our retention Schedule. After this time, it will be securely destroyed.

## How do we protect your data

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of information. Staff access to information is provided on a need-to-know basis and we have access controls in place to help with this.

## Know your rights

We process your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Find out about your rights at [Your rights – Processing personal data privacy notice – Newham Council](https://www.newham.gov.uk/contact-information/processing-personal-data-privacy-notice/5) or at <https://ico.org.uk/your-data-matters/> If you have any queries or concerns relating to data protection matters, please email: [**dpo@newham.gov.uk**](mailto:dpo@newhamgov.uk)