

# Stirling Council

## Privacy Notice

Find out how Stirling Council uses personal data by checking the Council's website at the following address:

<https://www.stirling.gov.uk/council-democracy/access-to-information/data-protection/>

Our website contains a Register of Data Processing which lists all the different ways in which the Council uses personal data.

This Privacy Notice provides more information about just one of those processes.

<b>Title of Process</b>	<b>Homelessness applications and advice</b>
<b>Why does the Council process personal data?</b>	Personal data is processed to enable the Council to provide housing advice or to assess an application for housing via the Council's homelessness service.
<b>What personal data is used?</b>	Names, addresses, dates of birth, national insurance numbers, benefits details, rent arrears details, housing histories, personal histories, employment details, medical details, ethnic origins, support needs, next of kin, family network information, relating to any person and their household who applies to Stirling Council for advice on a housing-related issue or who applies to the Council as homeless.  "Special Category" data includes: Health (physical or mental) Racial or ethnic origin Religious or philosophical beliefs Sexual life  Data relating to criminal convictions and offences is processed.
<b>What makes it lawful for the Council to process this personal data?</b>	We process personal data necessary for a statutory obligation. We are required by law to provide a homelessness service, which requires us to obtain personal details from applicants and to assess their applications – Housing (Scotland) Act 1987, as amended by subsequent legislation.

	<p>We also process personal data for a “public task” in the public interest. We are required by the Scottish Government to provide housing advice, with the aim of helping people who have housing problems to avoid becoming homeless if possible.</p>
<p><b>Where does the Council obtain personal data from?</b></p>	<p>From the data subjects in communication by letter, form, email or phone or in person. Other information is collected by employees of the homeless service through their homelessness investigations.</p> <p>Details of Housing Benefit payments from Revenues and Benefits – details collected for calculation of rental account balances and provision of advice.</p> <p>Personal details from Social Work or from Housing Benefit section – details collected by employees of the homeless service through their homelessness investigations.</p> <p>Some personal data may be passed from another organisation – e.g. a housing association, police, other local authority.</p>
<p><b>Where does the Council keep personal data?</b></p>	<p>Paper records, and electronic records on the council network, including Northgate housing database.</p>
<p><b>How long does the Council keep personal data?</b></p>	<p>Advice case records are destroyed 5 years after the date of last action on the case.</p> <p>Homeless applications:</p> <ul style="list-style-type: none"> <li>• Where the applicant is not permanently housed, records are destroyed 5 years after the date of last action on the case;</li> <li>• Where the applicant is permanently housed, records are destroyed 5 years after the termination of the tenancy.</li> </ul>
<p><b>Who does the Council share personal data with?</b></p>	<p>Personal data is shared with housing associations and other councils.</p> <p>We are legally obliged to safeguard public funds, so we are required to verify and check your details internally for fraud prevention. We may share this information with other public bodies (and also receive information from these other bodies) from fraud checking purposes.</p>

	<p>We are also legally obliged to share certain data with other public bodies, such as DWP, HMRC &amp; Police and will do so where the law requires this. We will also generally comply with requests from specific information from other regulatory and law enforcement bodies where this is necessary and appropriate.</p> <p>Your information is also analysed internally to help us improve our service. This is covered in our Fraud Privacy Statement.</p>
<b>Who do I contact about my personal data?</b>	<p>The Council has a Data Protection Officer to make sure it is complying with data protection laws.</p> <p>They can be contacted at: Data Protection Officer, Stirling Council, Teith House, Kerse Road, Stirling FK7 7QA Email: <a href="mailto:dataprotection@stirling.gov.uk">dataprotection@stirling.gov.uk</a> Telephone: 01786 404040</p>