

Stirling Council

Privacy Notice

Find out how Stirling Council uses personal data by checking the Council's website at the following address: <http://www.stirling.gov.uk/dataprotection>

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.

Title of Process	Rent Arrears Management (Rentsense software)
Why does the Council process personal data?	Some personal data is processed for the management of rent arrears through a software tool. This enables the Housing Service to make early contact with tenants who may be having difficulty paying rent in order that advice and support be given.
What personal data is used?	Names, addresses, telephone numbers, payment history, payment arrangements, and rent transactions.
What makes it lawful for the Council to process this personal data?	GDPR Article 6(1)(b) Contract: the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.
Where does the Council obtain personal data from?	From the data subjects at the point the tenancy and rent account commences. Telephone numbers are collected on an ongoing basis by housing employees in the course of their tenancy management activities, as a result of interviews and meetings with the tenants and from phone calls, emails and letters. Some records (e.g. payment history) is generated by the housing management process.
Where does the Council keep personal data?	Northgate housing database electronic records

How long does the Council keep personal data?	Tenant files and tenancy agreements are destroyed 5 years after the ending of the tenancy. Eviction records and rent arrears records are destroyed 7 years after the ending of the tenancy.
Who does the Council share personal data with?	Personal data is shared with the company Mobyssoft who provide Rentsense software.
Who do I contact about my personal data?	The Council has a Data Protection Officer to make sure it is complying with data protection laws. They can be contacted at: Data Protection Officer, Stirling Council, Teith House, Kerse Road, Stirling FK7 7QA Email: dataprotection@stirling.gov.uk Telephone: 01786 404040