



Service: Magna Carta Lettings

Data Controller: Runnymede Borough Council, Civic Centre, Station Road, Addlestone, Surrey, KT15 2AH

Data Protection Officer: Natalie Lacey

Introduction

We collect and process personal data relating to our service users in order to provide housing services to the community. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information do we collect?

We collect and process a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number, date of birth and gender
- financial information such as bank details and transactional data including payments to and from you;
- information relating to your property
- your preferences in receiving marketing from us and our third parties and your communication preferences

In addition, if you are a tenant or prospective tenant we collect the following information:

- information about medical or health conditions, including whether or not you have a disability ;
- employment details, including your national insurance number
- information about your marital status, next of kin and their emergency contact details;

We collect this information in a variety of ways. For example, data is collected through application forms and correspondence with you.



Why do we process personal data?

We need to process data for the performance of a contract with you. For example, we need to process your data to provide you with tenancy management services or a Rent Deposit Scheme, or in order to take steps at your request, prior to entering into a contract for these services.

Furthermore, where you have been referred to us via housing options we have a legal duty to assist you under homelessness legislation.

In other cases, we require your consent to process your information. For example, we would like to provide marketing material for our other services which may be of interest to you. However we will always ask for your consent for this and give you the opportunity to withdraw consent at any time.

Who has access to data?

Your information may be shared with the parties set out below for the purposes stated above.

- Commissioned partners
- District/Borough Councils
- Other departments within Runnymede Borough Council
- Housing Associations
- Health Agencies
- Education Funding Agency
- Other public bodies and government agencies

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions and data protection laws. They are also obliged to implement appropriate technical and organisational measures to ensure the security of data.

The organisation will not transfer your data to countries outside the European Economic Area.

How do we protect data?

The organisation takes the security of your data seriously. The organisation has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties. Data will only be processed by members of staff authorised by the Data Controller for this purpose. Access to our



systems is limited to authorised members of the housing team whose job role requires access to the personal data.

For how long do we keep your data?

We will hold your personal data for the duration of the tenancy agreement and will keep the information for 6 years after end of tenancy unless there is a debt registered.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request (known as a subject access request);
- require us to change incorrect or incomplete data;
- ask us to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- ask us to send personal data you have provided to another organisation in a structured, commonly used and machine readable format.

You can make a subject access request by completing the organisation's form for making a subject access request. This can be found at the web address below

<https://www.runnymede.gov.uk/article/14634/Can-I-ask-for-personal-information-about-myself->

If you believe that Runnymede Borough Council has not complied with your data protection rights, you should initially contact our Data Protection Officer and if dissatisfied with the outcome you can make a complaint to the Information Commissioner. The website address for further information on making a complaint to the Commissioner can be found below:

<https://ico.org.uk/make-a-complaint/>