

Privacy Notice for Home Improvement Agency Service

**DATE: September 2018
V1.0**



Home Improvement Agency Service

Our core data protection obligations and commitments are set out in the council's **primary** privacy notice at www.bolton.gov.uk

This notice provides additional privacy information for:

- People accessing the Home Improvement Agency Service
- Partners working with Bolton Council

It describes how we collect, use and share personal information about you

- In relation to Home Improvement Agency Service
- the types of personal information we need to process, including information the law describes as 'special' because of its sensitivity

It is important that you read this notice, together with any other privacy information we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

The information collected and held will vary dependent on the service used.

Purpose(s)

We collect your personal information for the following purpose(s):

The service helps to assist people who are older or disabled to repair, improve, maintain or adapt their home depending on individual needs and circumstances. Personal data is therefore required to assess eligibility and to process any grants.

Categories of personal data

In order to carry out these purposes we collect and obtain:

Personal data such as names, addresses, email, telephone Number, date of birth, National Insurance number, property details, family details, all finances including savings and income, medical conditions.

Legal basis for processing

The legal basis for processing personal information is contained within:

Housing Grants Construction and Regeneration Act 1996 and the Regulatory Reform (Housing Assistance) (England and Wales) Act 2002. The relevant General Data Protection Regulation (GDPR) legal basis is Public Task.

In addition the service uses the explicit consent of service users (Articles 6 and 9 of the GDPR). Service users are able to withdraw this consent at any time.

Furthermore, the Council is providing this service out of public interest and as part of our official functions.

If you fail to provide certain information when requested, we may not be able to perform the service to you or we may be prevented from complying with our legal obligations.

Information sharing/recipients

We may share personal information about you with the following types of organisations:

Contractors who carry out the improvement works (although usually the customer has had the original contact with contractors to receive quotes).
In addition we may share information with a range of different Council services together with GMP, Fire Service, Careline, Health providers, Family and neighbours.

We will not normally share your information with organisations other than our partner organisations; however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Only the minimum information for the purpose will be shared.

As well as information collected directly from you, we also obtain or receive information from:

Other council departments including the staying well team, early intervention team, housing standards, money skills and occupational therapists.

In addition we may receive information from outside agencies and individuals including Greater Manchester Police/ Fire Service/ Health service, Family and neighbours.

Automated Decisions

For this service: All the decisions we make about you involve human intervention.

Data retention/criteria

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

Rights of individuals

You may exercise the rights listed below in relation to the council's use of your personal information.

To find out more about how these rights apply in particular circumstances, please refer to our [Guide to exercising your rights](#) or alternatively visit the Information Commissioner's web site at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you wish to exercise your rights (as outlined above) or to raise a concern about the handling of your personal information by the council, please contact our Information Governance Team at information.security@bolton.gov.uk

If you are still unsatisfied you should contact **The Information Commissioner's Office** by post at The IOC, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone: 0303 123 1113

Updates to Privacy Notice

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details