

PRIVACY NOTICE – Housing, Customer & Building Services – Housing Needs

This notice is provided for clarification on what data the council may require in order to process housing applications, homeless applications and provide advice and assistance regarding housing options. This information is required by the council in order to carry out its duties in accordance with The Housing (Scotland) Act 2001 and Homelessness (Scotland) Act 2003.

YOUR PERSONAL INFORMATION AND HOW IT WILL BE USED

Under data protection law, the lawful bases we rely on for processing this information are:

- a) Your consent. You are able to remove your consent at any time. You can do this by contacting us, [please click this link to see the contact details section on this form](#)
- b) We have a legal obligation - We have a legal obligation to process your information under the following legislation:
Housing (Scotland) Act 1987 (as amended by The Housing (Scotland) Act 2001)
Homelessness etc. (Scotland) Act 2003
- c) We need it to perform a public task - We are processing your information as part of our public task as a local authority to Provide advice, information and assistance in relation to housing need.

Most of the personal information we process is provided to us directly. We also receive personal information indirectly, including from landlords or their representatives where a tenancy may be at risk, and from the Scottish Prison Service where individuals may require housing on release or have a current social tenancy. This information may be shared with relevant Council services and housing providers to offer early advice and support and help prevent homelessness.

WE COLLECT	FROM	FOR
Your Name	You Directly	To identify you

Your Address	You Directly	To identify you
Your Contact Information	You Directly	To contact you
Your Date of Birth	You Directly	To identify you
Your National Insurance Number	You Directly	To identify you
Details of your enquiry	You Directly	To contact you and to assist you
Medical Information	You Directly	To assist you
Details of your Household and your Housing Circumstances	You Directly, indirectly from other Landlords. Indirectly from Scottish Prison Services, private landlords, letting agents or their legal representatives.	To contact you and to assist you
Disability, Equality and Demographic Information	You Directly	To assist you
Your Application Preferences	You Directly	To assist you
Proof of Identification	You Directly	To assist you
Your Financial Information	You Directly	To assist you

HOW LONG DO WE KEEP YOUR INFORMATION AND WHO WILL WE SHARE IT WITH?

WE COLLECT	WILL BE KEPT FOR	WE WILL SHARE IT WITH
Your Name Your Address Your Contact Information Your Date of Birth Your National Insurance Number Details of your enquiry	The council will only keep your information for as long as necessary. However, there may be circumstances where we may need to keep your information for longer. The council will retain your housing application for the current year plus an additional 6	Scottish Government for statistical data Common Housing Register Partners Police Scotland (On formal request) Other Landlords Department of Work & Pensions Support Partners e.g. Women's Aid

	years unless you go on to become a council tenant, in which case this application will be retained within your tenancy documents.	NHS Anti Poverty Services
Medical Information Details of your Household and your Housing Circumstances Disability, Equality and Demographic Information Your Application Preferences Proof of Identification Your Financial Information	The council will only keep your information for as long as necessary. However, there may be circumstances where we may need to keep your information for longer. The council will retain your housing application for the current year plus an additional 6 years unless you go on to become a council tenant, in which case this application will be retained within your tenancy documents.	Scottish Government for statistical data Common Housing Register Partners Police Scotland (On formal request) Other Landlords & Social Landlords Department of Work & Pensions Support Partners e.g. Women's Aid NHS Anti Poverty Services

The Council may also provide personal information to third parties, but only where it is necessary, either to comply with the law or where permitted under data protection legislation.

YOUR RIGHTS

Under data protection law, you have rights including:

Your right of access

You have the right to ask us for copies of your personal information.

Your right to rectification

You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure

You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing	You have the right to ask us to restrict the processing of your personal information in certain circumstances.
Your right to object to processing	You have the the right to object to the processing of your personal information in certain circumstances
Your right to data portability	You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

To make a request contact us, [please click this link to see the contact details section on this form](#)

PROVIDING ACCURATE INFORMATION

It is important that we hold accurate and up to date information about you in order to provide homeless and homelessness prevention services.

If any of your details have changed, or change in the future, please ensure that you tell us as soon as possible so that we can update your records.

OUR CONTACT DETAILS

Name:	HCBS Information Team
Address:	West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF
Phone number:	01506 280000

Email:	HCBS_InformationRequest@westlothian.gov.uk
Name:	HCBS Information Team

FURTHER INFORMATION

If you have any questions or concerns about how your information is used, please contact us at the address above.

You can also contact:

The Data Protection Officer, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF, email: DataProtectionOfficer@westlothian.gov.uk

More information about data protection and how it applies to you, including how to make a complaint, is available from the Information Commissioner's Office at <https://ico.org.uk/>

The Information Commissioners address:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire
SK9 5AF
Helpline number: 0303 123 1113