

MyHOME Online Housing Advice (Website and App) – Privacy Statement

How we will use the data that you share with us via the online Housing Advice service (webform or App)

The following is to explain your rights and give you the information you are entitled to under the Data Protection Act 2018.

How will my data be stored?

Your personal data will be stored by a contractor of Leicester City Council, in a secure IT system.

Legal basis for Leicester City Council processing the data

Data Protection legislation sets out when we are lawfully allowed to process (collect and use) your data.

The lawful basis for processing the data you enter into the online service (App or webform) is twofold:

Article 6 GDPR

- Processing is necessary for Leicester City Council to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law, in this case the provisions of the Housing Act 1996, that requires the Council to offer free homeless advisory services to anyone with their District.

Article 9 GDPR

- Processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject.

Who might Leicester City Council share the data with?

The online service (App or webform) is a joint project between Leicester City Council, the 7 Districts/Boroughs of Leicestershire, and Rutland County Council, but the service is hosted by Leicester City Council.

Leicester City Council will only share your personal data with the other Councils when you select the option to self-refer yourself to the Council you choose. It will be clearly marked on the screen whenever proceeding will result in your personal data being shared, and it will state who it is being shared with.

Leicester City Council will use the information you have entered, and the information others have entered, to get information about who is using the service and how it can be improved. This information will be shared with the project partners, but your information will be anonymised in the reports.

Leicester City Council and the 7 Districts/Boroughs of Leicestershire, and Rutland County Council may share your personal information with Social Care Services for safeguarding reasons if the referral received indicates any matters that may indicate you, or a member of your family, are at risk of harm.

Leicester City Council may also share your data with other government departments such as the Ministry of Housing, Communities, and Local Government, and other local authorities, for the

purpose of policy design and delivery but in these instances your information will be completely anonymised and handled with care in accordance with the law.

Will Leicester City Council ever send my data overseas?

No, your personal data will not be sent overseas.

How long will Leicester City Council keep the personal data?

Your personal data entered by you into the App for self-referral purposes will be held for a period of up to five years in line with the Council's lawful obligations to retain Housing Options information. After this period, Leicester City Council will re-evaluate the need to hold your data. If Leicester City Council no longer need to hold your data, it will be deleted securely.

Will Leicester City Council use my data for any automated decision making?

The App will ask you questions and will give you advice, offers of signposting, and offers of self-refer based on what you tell us. It will not affect your legal status and will give you the above advice or offers depending on what you tell us.

Your rights, e.g. access, rectification, erasure

The data we are collecting is your personal data, and you have rights that affect what happens to it. You have the right to:

- know that we are using your personal data
- see what data we have about you
- ask to have your data corrected, and to ask how we check the information we hold is accurate
- ask to have your data deleted
- complain to the ICO (see below)

In some circumstances you may have the right to have all data about you deleted, or to object to particular types of use of your data. We will tell you when these rights apply. Please see below for how to get in touch if you have any questions or concerns about this.

Complaints and more information

If you are not happy with how MHCLG are using your personal data or have any other questions about this, you should first [email housing options](#).

To request a copy of the information Leicester City Council hold about you, please write to:

Information Governance and Risk
Legal Services
4th Floor, Rutland Wing
City Hall
Leicester
LE1 1FZ
or email info.requests@leicester.gov.uk

If you are still not happy, or for independent advice about data protection, privacy and data sharing, you can contact:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow, Cheshire,
SK9 5AF

Telephone: 0303 123 1113 or 01625 545 745

<https://ico.org.uk/>