

# **Wexford County Council**

## **Privacy Notice – Social Housing Supports**

In order to provide the most effective and targeted range of social housing services to meet the needs of the citizens of Wexford County we will be required to collect, process / share and use certain types of information about people applying for social housing supports. Depending on the social housing service being requested the information sought may include 'personal data' as defined by the Data Protection Acts and by the general data protection Regulation (GDPR) and may relate to the personal circumstances of you (as applicant) and members of your family who may also be part of your social housing supports application.

### **Why do we have this privacy notice?**

Wexford County Council (WCC) has created this privacy statement in order to demonstrate our firm commitment to privacy and to assure you that in all your dealings with WCC that we will ensure the security of the personal data you provide to us.

Wexford County Council creates, collects and processes a vast amount of personal data in various multiple formats on a daily basis. WCC's commitment to you is that the personal data you may be required to supply to us is:-

- Obtained lawfully, fairly and in a transparent manner
- Obtained for only specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary for purpose for which it was obtained
- Recorded, stored accurately and securely and where necessary kept up to date
- Kept only for as long as is necessary for the purposes for which it was obtained
- Kept in a form which permits identification of the data subject
- Processed / Shared only in a manner that ensures the appropriate security of the personal data including protection against unauthorised or unlawful processing

### **Legal basis for the collection, processing and sharing of personal data as part of social housing facilitation**

Wexford County Council as a housing authority may, for the purpose of its functions under the Housing Acts, request all of the information contained in the Social Housing Support application form which has been devised by the Dept of Housing, Local Government & Heritage for use by all local authorities. Section 15(4) of the Housing (Miscellaneous Provisions) Act 1997 refers to Approved Housing Bodies. Section 6 of the Social Housing Allocation Regulations 2011 refers to Choice Based Letting for allocating properties.

### **Types of Personal data required**

In advance of completing the social housing support application form you should read the information leaflet which accompanies the form carefully. You should take care to answer all of the questions fully where these are relevant to you and provide the required supporting documentation. Failing to provide a detailed answer to the questions relevant to you or provide the required supporting documentation may result in your application being considered

incomplete and delay your application. With regard to Choice Based Letting, all information is available on our website [cbl@wexfordcoco.ie](mailto:cbl@wexfordcoco.ie) in the Frequently Asked Questions section.

You will also be required to submit details of the PPS Numbers for all members of your household included on the application form.

- All applicants are required to provide information on the following categories of data *(where they are applicable)*
- Personal details of applicant and of any spouse or partner
- Nationality details of applicant and of any spouse or partner
- Marital details of applicant and of any spouse or partner
- Employment details of applicant and of any spouse or partner
- Weekly income details of applicant and of any spouse or partner
- Details of any other household members seeking accommodation
- Details of any medical or disability grounds which may have a bearing on the application
- Details of the current and historical accommodation arrangements of the applicant
- Details of any other property or land in which applicants have a financial interest
- Details of any public order offences of which the applicant or any member of the household has been convicted
- Details of the type of social housing supports being sought
- List of areas within the boundaries of Wexford County Council where the applicant would accept social housing

A copy of the social housing support application form and the accompanying information leaflet can be accessed via the following links:-

<https://www.wexfordcoco.ie/housing/advice-on-housing-options/getting-on-the-social-housing-list>

<https://www.wexfordcoco.ie/housing/housing-grants>

Details on the CBL system can be accessed via the following link:-

[cbl@wexfordcoco.ie](mailto:cbl@wexfordcoco.ie)

## **How your personal data will be used/processed by the Housing Section**

### **1. Phone numbers and email addresses**

When contacting us we may ask you for a contact mobile phone number (or email). If we do, we may use this number to contact you by text (or email) as well as by phone. We will only contact you about matters that affect your application for housing supports / tenancy or contract (if you are a leaseholder), such as payments or to inform you of forum or other meetings. No texts (or emails) will contain any information that could be used to identify you i.e. your name, so that if your phone is lost/stolen the messages could only be matched to the mobile phone the text was sent to.

## **2. Electronic storage and processing of your data**

The volume of customers that WCC serves and the range of housing services we provide require an IT system to manage customer applications. Data from these applications is added to our housing IT systems and hard copy applications and related documentation may be scanned to a document management system. The information requested on the forms and stored in these systems is relevant to an assessment of your eligibility for a relevant housing service, whether it be a social housing application, application for a grant, a housing loan or other services and supports. Access to the data is controlled and restricted to relevant staff involved in assessing and processing the various services with other security measures such as passwords. In relation to CBL the data collected is shared with Open Sky who administers the CBL system. They have entered into a Data Processing Agreement with Wexford County Council. This is to ensure that a secure method of transferring controlling and processing Personal Data including Special Categories of Personal Data is provided between Wexford County Council and Open Sky Data Systems Ltd.

We will also be required to maintain details of your application history so that we can more effectively reengage with you if for whatever reason you decide to discontinue an application or if you are suspended from the housing list. The data we will be keeping as part of this overview of transaction history is as follows:-

- Name and contact details
- PPSN of all applicants
- Date of application
- Outcome of application
- Proof of Income
- Photo Identification
- Tenancy agreements
- Tax details
- Medical details (if applicable)
- Insurance
- Reports from Social Workers, Tusla, Prison and/or Probation Service
- Proof of Local Property Tax (LPT) payment
- Court, Protection and/or Barring orders
- Custody Agreements
- Garda Clearance
- Letters from Financial Agencies
- Dates on which applicant suspended or removed from housing list

If you do not wish that the personal data identified above and supplied by you be retained by Wexford County Council in case your application is discontinued then you should indicate this to the Housing section in Wexford County Council in writing when you are making your application. Wexford County Council will not retain the above details unless you clearly

consent in writing for the Social Housing section to retain the data. Withholding your agreement/consent will not prejudice your right to reapply in the future.

The data you supply to as part of your application for Social Housing Supports will be used by Wexford County Council for the purposes of determining whether you qualify for the provision of social housing supports. Your data may be shared with an Approved Housing Body to nominate you for a property. Also, it may be shared with the CBL provider to allow you access to the system to enable you to express an interest in an available property.

## **Contacting other public bodies to obtain personal information**

The staff in Housing Section may be required from time to time, for the purpose of carrying out its functions as a housing authority under the Housing Acts, request and obtain information from the following bodies:-

- Another housing authority
- The Dept of Social Protection
- The Health Service Executive (HSE)
- Tusla
- Dept of Justice & Equality
- Residential Tenancies Board
- Housing Agency
- Housing Finance Agency
- Other Government Departments
- The Criminal Assets Bureau
- An Garda Síochána
- An Approved Housing Body

In relation to occupants or prospective occupants of, or applicants for, local authority social housing, and any other person the authority considers may be engaged in anti-social behaviour.

## **Prevention and detection of fraud**

Your data may also be shared with the other above organisations and other sections within Wexford County Council to make sure the information is accurate, to protect public funds, recover debt and/or prevent or detect fraud.

## **Sharing of your data with other bodies**

All data supplied by you in the relevant housing support application form will be used for the specific purpose of assessing and administering your application. Your data may be shared with an Approved Housing Body for the purpose of nominating you for a property. Your data may also be shared with the CBL provider to enable you to access the Choice Based Letting system to enable you to express an interest in an available property. However, Wexford

County Council may, in conjunction with any of the bodies listed above, share this data for research purposes including forward planning in relation to the assessment of housing needs.

The terms under which the data is shared is covered by Data Sharing agreements and details of same will be available as soon as they are finalised. In this specific instance your data will be shared with the Local Government Management Agency and the Housing Agency. Your rights as a data subject under the General Data Protection Regulation apply in full and you should note the relevant privacy statements/policies of Wexford County Council, and the above mentioned agencies.

## **Records Retention Policy**

Wexford County Council is currently updating the record retention policy which goes in to more detail of the time period for which your personal data will be retained by Wexford County Council and what will happen to it after the required retention period has expired. This will be available as soon as it is completed.

## **Your data protection Rights**

You have the right to request access to personal data held about you, obtain confirmation as to whether data concerning you exists, be informed of the content and source of data and check its accuracy. In addition, if the data held by WCC is found to be inaccurate you have the right to change, remove, block, or object to the use of the personal data. In certain circumstances blocking access to data may delay or remove access to a service where the data is required by law or for essential purposes related to delivery of a service to you.

Please note that to help protect your privacy we take steps to verify your identity before granting access to personal data. To exercise these rights use you should take the following steps,

<https://www.wexfordcoco.ie/sites/default/files/content/GDPR/Data-Access-Requests-WCC-18.pdf>

## **Right of Complaint to the Office of the Data Protection Commissioner**

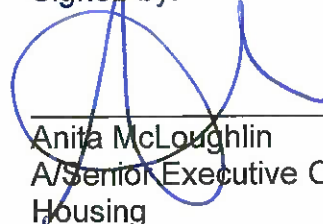
If you are not satisfied with the outcome of the response you received from Wexford County Council in relation to your request, then you are entitled to make a complaint to the Data Protection Commissioner who may investigate the matter for you.

The Data Protection Commissioner's website is [www.dataprotection.ie](http://www.dataprotection.ie) or you can contact their Office at:

Lo Call Number: 1890 252 231

E-mail: [info@dataprotection.ie](mailto:info@dataprotection.ie)  
Postal Address: Data Protection Commissioner, Canal House, Station Road  
Portarlinton, Co. Laois. R32 AP23.

Signed by:-



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Anita McLoughlin  
A/Senior Executive Officer  
Housing