

## **PRIVACY NOTICE – Communities - Housing Repairs**

### **1. IDENTITY AND CONTACT DETAILS OF THE DATA CONTROLLER**

Epping Forest District Council is a data controller pursuant to the General Data Protection Regulation (GDPR). This means that the Council decides how your personal data is processed and for what purposes. The contact details for the Council's Data Protection Officer are:

Data Protection Officer,  
Epping Forest District Council,  
Civic Offices,  
High Street,  
Epping,  
Essex, CM16 4BZ.  
(01992) 564180  
[dataprotection@eppingforestdc.gov.uk](mailto:dataprotection@eppingforestdc.gov.uk)

### **2. WHAT PERSONAL DATA DO WE COLLECT ABOUT YOU?**

Name, address, telephone number, email address and in some cases health information.

### **3. WHY DO WE COLLECT THIS INFORMATION & HOW WILL IT BE USED?**

Your details are required in order for repairs and void work carried out to properties through DLO and contractors and maintain a history of complaints and property history.

The information that you have provided will be securely held by the Council and will only be accessed by authorised persons with the appropriate access controls. The Council will only use the information that you have provided for the purpose above and will not use it for any other purpose, unless you have given your consent, or this is otherwise required or permitted by law.

### **4. WHAT IS THE LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA?**

6(1)(e) Public task. the processing is necessary for the data controller to perform a task in the public interest or for official functions and the task or function has a clear basis in law.

*Special category data includes information about race; ethnic origin; politics; religion; trade union membership; genetics; biometrics (where used for ID purposes); health; sex life; or sexual orientation and where applicable the additional legal basis for doing so is:*

Social Protection 9(2)(b). The processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law.

*Criminal offence data includes personal data relating to criminal convictions and offences, or related security measure and where applicable the additional legal basis for doing so is:*

NA

## **5. WHO WE SHARE YOUR PERSONAL DATA WITH**

In order to fulfil the function outlined above (3) your personal data may be shared with contractors responsible for undertaking work, the delivery partner Mears and other Council departments.

Your information may also be shared with other regulatory bodies for the purposes of enforcement or safeguarding.

## **6. TRANSFERS TO THIRD COUNTRIES AND SAFEGUARDS IN PLACE**

No transfers of personal data to places outside of the European Union take place.

## **7. HOW LONG DO WE KEEP YOUR PERSONAL DATA?**

The Council will keep your personal information in line with our retention policy which can be found here [link].

## **8. YOUR RIGHTS**

Under the General Data Protection Regulation, you have various rights as an individual that you can exercise in relation to the information that the Council holds about you. Information about these rights is available on the data protection page of the Council's website:

<http://www.eppingforestdc.gov.uk/contact-us/data-protection>

## **9. HOW TO MAKE A COMPLAINT**

If you are unhappy with the way in which your personal data is processed by Epping Forest District Council you should contact the Data Protection Officer in the first instance:

If you remain dissatisfied with the Council's processing of your personal data, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF.  
<https://ico.org.uk/>