

## Housing Finance

### What we use your information for

We use personal information when collecting former council tenant rent arrears. It is also used in the management of adjustments for council housing rents and to facilitate rent collection on behalf of the Housing Department.

### What information we hold and use

The types of information we hold and process includes;

- names, addresses and contact information
- biographical information
- dates of Birth and National Insurance Number
- financial information and bank account details
- housing costs
- health and welfare information
- appointees/Representatives details

### Legal basis for processing your personal data

Information is processed in the performance of a task carried out in the public interest and in the exercise of official authority vested in us. Special category data relating to health and welfare is processed only where necessary for reasons of substantial public interest on the basis of Union or Member State law or for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity. Debt is raised under the Housing Finance Act / legislation applicable to the Housing Department; recovery protocol is detailed within the Council's Corporate Debt policy.

### How we collect information

Information is collected from;

- Other Council Departments
- the tenant and their Appointees/Representatives
- Professionals at other organisations including the NHS, solicitors, police, welfare advisory services

It is collected using forms, letters, email, telephone contact and from details held on computer systems

### Who we share information with

We do not make your personal information available to companies for marketing purposes. Information is shared with other Council Departments and external organisations where necessary for the recovery of rent and rent arrears; it is shared

where the law allows and in order to maintain accuracy, detect fraud and protect public funds, for example Debt Collection Agencies

## Security and retention of your personal data

Personal data is stored within Hull City Council's secure computer network and offices that have controlled access. It is retained for as long as there is a business and legislative need for it, normally for the current year, plus 6 years following the end of interest.

## What rights you have

You have –

- a 'Right of Access' to see the information we hold about you
- a 'Right to Rectification' where you believe information we hold about you is incorrect or incomplete
- a 'Right to Restrict processing' and a 'Right to object' to processing where certain circumstances apply

To exercise these rights you need to contact us as detailed below. For rectification, restriction or objection you need to provide the reasons for your request.

Your personal information is not processed for individual automated decision making, or used for profiling of individuals for marketing purposes.

## Questions, complaints and comments

More details about how Hull City Council uses personal information can be found on The Hull City Council website. Information security breaches should be reported to us either by telephone on 01482 300300 or email at [information@hullcc.gov.uk](mailto:information@hullcc.gov.uk)

FREEPOST RSJC-KKBE-ABXZ  
Housing Finance  
Hull City Council  
PO Box 15  
Hull  
HU1 2AB

As a public authority we are required to have a Data Protection Officer. You may contact them for more information or with any concerns about how your personal information is being used –

Hull City Council  
Data Protection Officer  
Room 11  
The Guildhall  
HULL  
HU1 2AA

[information@hullcc.gov.uk](mailto:information@hullcc.gov.uk)

If you are not happy with the outcome of a complaint you have the right to complain to the regulator.

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

Telephone - 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Make an online enquiry - <https://ico.org.uk/global/contact-us/email/>