

# Supported Accommodation

## What we use your information for

To make sure that Supported Accommodation provision within Hull meets local needs and is being delivered to a high standard. This will involve an inspection of your property to ensure that meets current Housing Standards, and also a review of the service and support provided to you by, or on behalf of, your landlord.

## What information we hold and use

The type of information we hold and process includes -

- tenant's name
- address
- contact information
- health, welfare and safeguarding information
- support provision including care and support plans
- housing costs
- Landlord information including contact details
- condition and management of properties
- evidence relating to compliance with standards or legislation including -
  - The Protection from Eviction Act 1977
  - The Housing Act 2004 and other relevant Acts and Regulations relating to housing conditions, where delegated authority to act is held by officers in Supported Accommodation Review team

## Who we share information with

Details of any work needed on your property will be issued to the landlord or owner of your property. Feedback regarding the service and support you receive will be provided to the Housing Benefit Department and Adult Social Care departments of Hull City Council. Details may also be shared with the Private Housing Environmental Health Team.

Information may be shared with other organisations in the course of carrying out our functions, or to enable others to perform theirs. We will not share information unless: -

- We are carrying out a specific task in the public interest or carrying out tasks as a public authority as laid down by law
- We have good reason to believe that failing to share the information will put you or someone else at risk of serious harm or abuse
- It is necessary to prevent, detect, investigate or punish a serious crime.

## Retention Period

Hull City Council including the Supported Accommodation Review Team and Housing Benefit service will retain the information for six years following the end of the claim. This is necessary should we be required to provide evidence to Tribunals.

## Your Rights

You have the right to request access to the personal information we hold about you, to be informed about the collection and use of your personal information, for the information held to be corrected (where the law permits) and require us to restrict the processing of your personal information. In certain circumstances you have the right to object to the processing of your personal information. Your information will not be subject to automated decision-making.

## Data Controller

Hull City Council is the data controller for Supported Accommodation Review Team information.

Our Contact Details are:

Hull City Council  
The Guildhall  
Alfred Gelder Street  
Hull  
HU1 2AA

## Questions, complaints, and comments

More details about how Hull City Council uses personal information can be found on our website

[Access here for more information on general privacy notice](#)

If you have any questions or concerns about the collection, use or disclosure of your personal information please contact –

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

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

You also have the right to complain to the regulator –

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

Telephone - 03031 231 113 (local rate) or 01625 545 745 if you prefer to use a national rate number

[Access more information on Commissioners here](#)